

# END TERM EXAMINATION

FIRST SEMESTER [BBA] FEBRUARY 2023

**Paper Code: BBA101**  
**BBA(B&I)101**

**Subject: Management Process and**  
**Organizational Behaviour**  
**(Upto Batch 2020)**

**Time: 3 Hours**

**Maximum Marks: 75**

**Note: Attempt any five questions. All questions carry equal marks.**

- Q1 a) Who is a manager and what is management?  
b) Explain systems theory of management. Do you think it is relevant?
- Q2 Explain the process of perception and how it affects work behaviors.
- Q3 What is departmentalization? Describe different types of departmentalization.
- Q4 Define motivation. Explain Herzberg's theory of motivation.
- Q5 What is a group? Discuss stages of group development.
- Q6 Differentiate between:  
a) Feedforward and feedback control  
b) Classical conditioning and operant conditioning
- Q7 What are the steps in planning process? Explain strategic and operational plan.
- Q8 Write short notes on **any two**:  
a) Bounded rationality  
b) Span of control  
c) Challenges to organizational behaviour

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