

2020

BUSINESS ADMINISTRATION — HONOURS

Paper : A102(C1)

(Principles of Management and Organisational Behaviour)

Full Marks : 80

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

Answer **any five** questions.

1. Management is the effective utilisation of human and material resources to achieve the objectives of an enterprise. — Discuss. 16
2. What is Planning? Discuss the steps involved in the process of planning. 4+12
3. Discuss the contribution of Elton Mayo to the Human Relations School of Management. 16
4. What is Delegation of Authority? Discuss the principles of effective delegation in an organization. 4+12
5. (a) What are the principles of Effective Coordination?
(b) Mention briefly the barriers to effective communication. 8+8
6. Explain the term group cohesiveness. Review the typical stages in a team's life cycle. 8+8
7. Compare Maslow's Need Hierarchy Theory with Herzberg's Two Factor Theory of Motivation. 16
8. Discuss the Managerial Grid Theory of Leadership with a diagram. 16
9. What do you understand by conflict? What are the different techniques to manage conflicts? 4+12
10. What is Resistance to Change? How do organisations overcome Resistance to Change? 8+8
11. Distinguish between (**any two**) : 8+8
 - (a) Franchising and Licensing
 - (b) Classical and Operant conditioning theory of Learning
 - (c) Transactional and Transformational leadership styles
 - (d) Work groups and Work teams.

Please Turn Over

12. Write short notes on (*any two*) :

- (a) Process of Decision making
 - (b) Five relevant traits that determine personality of a person
 - (c) Stages of Group development
 - (d) Bases of Power.
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