

1/H-65 (iii) (Syllabus-2015)

2 0 1 6

(October)

BUSINESS ADMINISTRATION

(Honours)

(BBAH-103)

**(Business Management and
Organizational Behaviour)**

Full Marks : 75

Time : 3 hours

*The figures in the margin indicate full marks
for the questions*

PART—A

(Marks : 15)

UNIT—1

1. What are the different levels of management? 3

Or

Explain the concept of SBU. 3

(2)

UNIT—2

2. Define recruitment.

3

Or

What is meant by controlling?

3

UNIT—3

3. Write a note on a classical conditioning.

3

Or

How does psychology and sociology contribute to the field of OB?

3

UNIT—4

4. Differentiate between group and team.

3

Or

Differentiate between formal and informal group.

3

UNIT—5

5. Briefly explain the elements of trust in leadership.

3

Or

Explain the various sources of power.

3

D7/44

(Continued)

(3)

PART—B

(Marks : 50)

UNIT—1

6. Define management and discuss the functions of management. 2+8=10

Or

What is MBO and what are its strengths and weaknesses? 2+4+4=10

UNIT—2

7. Write notes on the following : 5+5=10

(a) Any two on-the-job training method

(b) Any two off-the-job training method

Or

Discuss budgeting as a control technique. 10

UNIT—3

8. (a) While defining attitude, discuss the components of attitude.

(b) Distinguish between type-A and type-B personality. 5+5=10

D7/44

(Turn Over)

(4)

Or

Explain Maslow's hierarchy of need theory with examples. 10

UNIT—4

9. Discuss the different stages of group development. 10

Or

What are the strengths and weaknesses of group decision making? 10

UNIT—5

10. Discuss situational leadership theory of management. 10

Or

Define conflict. Explain the conflict resolution process. 2+8=10

(5)

PART—C

(Marks : 10)

11. Read the following case and answer the questions that follow :

Mr. Kabir was working in the Administrative Department as an Administrative Officer. He was responsible for keeping accounts of all the vehicles of the company apart from other arrangements including the guesthouse of the company. Mr. Kabir has been working in the company for 6 years in the same grade without promotions. He was supposed to be very honest in his job. Once, the GM of the factory Mr. Rakesh Gupta requested for the company car during office hours for his personal work. Mr. Kabir refused it saying that it cannot be given during the office hours, as the work would suffer. Mr. Gupta became quite upset Mr. Kabir and asked his boss Mr. Srivastava to give the car. Mr. Srivastava (Sr. Manager Administration) was too happy to oblige Mr. Gupta as he wanted one of his relatives to be employed as Officer. Hence, he fired Mr. Kabir for his disobedience and threatened to transfer him to stores if he continued to show disrespect to Senior Officers. Kabir was also an active member of the Staff Union. He immediately

went to the union President and informed him about the misuse of the company car for private purpose by the GM at the cost of the office work. It was decided that Kabir would send a note in writing to Mr. Srivastava asking him to approve sending the car to the house of Mr. Gupta. Mr. Srivastava understood the repercussions and refused to sign the approval. He lent his own car to Mr. Gupta.

Questions :

- (a) What power was being used by Mr. Kabir?
 - (b) What power was Mr. Srivastava using?
 - (c) What was the strategy Kabir used when Srivastava ordered the car?
- 2+2+6=10
