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 **PRESIDENCY UNIVERSITY**

  **Bengaluru**

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| **End - Term Examinations –JANUARY 2025** |
| **Date:** 13/01/2025 **Time:** 01.00 PM – 04.00 PM |

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| **School:** School of Law | **Program:** BBA LL.B (Hons.) |
| **Course Code :** BBL3001 | **Course Name :** Management and Behavioral Practices |
| **Semester**: I | **Max Marks**: 100 | **Weightage**: 50% |

**Instructions:**

1. *Read all questions carefully and answer accordingly.*
2. *Do not write anything on the question paper other than roll number.*

**Part A**

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| **Answer ALL the Questions. Each question carries 2marks. 10Q x 2M=20M** |
| **1** | Write any 2 main conflicts due to staff viewpoint ? | **2 Marks** | **L1** | **CO1** |
| **2** | Write any 2 types of plan? | **2 Marks** | **L1** | **CO2** |
| **3** | Name any two barriers to effective communication. | **2 Marks** | **L1** | **CO4** |
| **4** | State the purpose of organizing in management. | **2 Marks** | **L1** | **CO1** |
| **5** | What are the 5Ms of Management. | **2 Marks** | **L1** | **CO1** |
| **6** | What is the concept of span of control in management? | **2 Marks** | **L1** | **CO3** |
| **7** | Write any 2 nature of directing | **2 Marks** | **L1** | **CO4** |
| **8** | Who is a leader? | **2 Marks** | **L1** | **CO4** |
| **9** | What do you mean by organizational behavior? | **2 Marks** | **L1** | **CO5** |
| **10** | Define Management by Objectives | **2 Marks** | **L1** | **CO2** |

**Part B**

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| **Answer the Questions Total 80 Marks** |
| **11.** | ‘Decentralization is – where the centers of decision making are dispersed throughout the organization.’ In the Light of this statement, discuss Decentralization and give its merits and demerits. Also differentiate between Decentralization and Centralization. | **4+6=10****Marks** | **L2** | **CO3** |
| **Or** |
| **12.** | Explain Henry Fayol's Principles of Management | **10 Marks** | **L3** | **CO1** |
|  |  |  |  |  |  |
| **13.** | Write the functions of management in detail, using examples. | **10 Marks** | **L2** | **CO1** |
| **Or** |
| **14.** | Name and draw a chart of Techniques of Managerial control with examples. | **10 Marks** | **L2** | **CO4** |

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| **15.** | What is leadership? Make a comment on the statement ‘Leaders are not born but made’. | **10 Marks** | **L3** | **CO4** |
| **Or** |
| **16.** | Write in detail about MBO and MBE with suitable example. | **5+5=10Marks** | **L2** | **CO2** |

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| **17.** | You have been assigned the responsibility of organizing a **grand birthday party event** for a client. Explain how you would apply the **Functions of Management**—**Planning, Organizing, Staffing, Directing, and Controlling**—to ensure the event is well-executed and meets the client’s expectations. Provide examples of specific activities under each function. | **15****Marks** | **L2** | **CO2** |
| **Or** |
| **18.** | Explain the process of decision making with suitable examples. | **15Marks** | **L3** | **CO2** |

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| **19.** | A company has hired employees from various ethnic backgrounds, but cultural differences are causing communication issues and poor collaboration. How would you use OB principles to reduce communication issues and improve teamwork in this diverse team? Explain the barriers of communication. | **10+5=15****Marks** | **L2** | **CO4** |
| **Or** |
| **20.** | Discuss elaborately the Challenges and opportunities in organizational behavior | **7+8=15****Marks** | **L3** | **CO4** |

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| **21.** | Anu joined in a garment factory as a supervisor. She observed that the output of employees in manufacturing department is very low compared to the standards set. Anu speaks to employees, and they complain that the material is not available on time. Anu speaks to the shopkeeper, and he complains that every day the employees approach him at the last minute to procure different kinds of threads, laces, mirrors, or buttons. If it is not available in the stores, then the storekeeper must place an order with the purchase officer. As a result, a lot of manufacturing employee’s time is wasted. To integrate the various production activities, Anu ensured that the storekeeper is informed about the material requisition three days in advance.**i.** Identify the problem in this case and suggest a solution for the problem.**ii.** Brief various management functions Anu is involved into. | **20****Marks** | **L3** | **CO1** |
| **Or** |
| **22.** | Explain the different types of organizations in a company with suitable diagram | **20****Marks** | **L2** | **CO3** |

**\*\*\*\*\* BEST WISHES \*\*\*\*\***