Roll No.												

PRESIDENCY UNIVERSITY

BENGALURU

End - Term Examinations – December 2025

Date: 10 – 12- 2025 **Time:** 09:30am – 12:30pm

School: SOL	**Program:** BBL	
Course Code: BBL3001	**Course Name:** Management and Behavioral Practices	
Semester: I	**Max Marks**: 100	**Weightage**: 50%

CO - Levels	CO1	CO2	CO3	CO4	CO5
Marks	20	20	30	30	-

Instructions:

(i) Read all questions carefully and answer accordingly.

(ii) Do not write anything on the question paper other than roll number.

Part A

Answer ALL the Questions. Each question carries 2marks. **10Q x 2M=20M**

1.	Outline the functions of management and their impact on organizational performance.	2 Marks	L2	CO1
2.	Why is effective leadership important in the management process?	2 Marks	L1	CO1
3.	List the three main dimensions of management as described in the nature of management.	2 Marks	L1	CO1
4.	How does planning help in reducing uncertainty?	2 Marks	L1	CO2
5.	List the types of decisions under "programmed and non-programmed" categories.	2 Marks	L1	CO2
6.	Compare tactical and operational decisions in terms of their time frame and responsibility.	2 Marks	L2	CO2
7.	How does organizing ensure optimum utilization of human resources?	2 Marks	L1	CO3
8.	Explain the concept of departmentalization and its main purposes.	2 Marks	L1	CO3
9.	Define directing in management.	2 Marks	L1	CO4
10.	Describe the nature and importance of controlling in management.	2 Marks	L2	CO4

Part B

Answer the Questions. **Total Marks 80M**

11.	**a.**	Analyze the role of the observation phase in Management by Exception (MBE). How does monitoring progress periodically ensure that performance remains aligned with business objectives?	04 Marks	L4	CO 2
	b.	Simplify the comparison phase in MBE. How does comparing actual performance with predefined standards help in identifying deviations and determining corrective actions?	03 Marks	L4	CO 2
	c.	Test for the effectiveness of the action phase in MBE. How do corrective actions based on deviations ensure that the organization returns to its desired performance level?	03 Marks	L4	CO 2
		Or			
12.	**a.**	Make use of the principles for judging alternatives in decision-making. How do organizational goals and corporate culture influence the criteria used to evaluate alternatives?	04 Marks	L4	CO 2
	b.	Choose the best alternative in decision-making. After evaluating alternatives, how do managers ensure that the most suitable course of action is selected for implementation?	03 Marks	L4	CO 2
	c.	Experiment with the evaluation and execution of decisions. How do managers ensure that decisions are successfully implemented and evaluated to improve future decision-making processes?	03 Marks	L4	CO 2

13.	**a.**	Build a comparison between Fayol's principles of management and Taylor's scientific management principles.	04 Marks	L3	CO 1
	b.	How do both sets of principles address organizational efficiency and worker productivity?	03 Marks	L3	CO 1
	c.	Solve the issue of discipline and authority in management. How do Fayol's principles of discipline and Taylor's principles of control help in creating an organized and efficient workplace?	03 Marks	L3	CO 1
		Or			
14.	**a.**	Make use of the differences between administration and management. How do the roles and responsibilities differ in terms of authority, decision-making, and execution of duties?	04 Marks	L3	CO 1
	b.	Develop an understanding of the relationship between management and administration. How do these two functions complement each other in an organization's structure and operation?	03 Marks	L3	CO 1
	c.	Compare the authority levels in management and administration. How does the scope of authority in administration differ from that in management?	03 Marks	L3	CO 1

15.	**a.**	Compare the importance of controlling in maintaining order and discipline with its role in improving employee motivation. How do both aspects contribute to overall organizational effectiveness?	04 Marks	L3	CO 4
	b.	Distinguish between judging the accuracy of standards and making efficient use of resources in the context of controlling. How do both processes help an organization stay on track with its goals?	03 Marks	L3	CO 4
	c.	Simplify the process of facilitating coordination in action through controlling. How does a good control system improve communication and coordination between different departments?	03 Marks	L3	CO 4
		Or			
16.	**a.**	Examine the barriers of communication. How do semantic, psychological, and organizational barriers impede effective communication within organizations?	04 Marks	L3	CO 4
	b.	Classify the different types of communication barriers. How does each barrier (semantic, psychological, organizational, etc.) affect the transmission and understanding of messages in an organizational setting?	03 Marks	L3	CO 4
	c.	Analyze strategies to overcome communication barriers. What steps can managers take to reduce the impact of barriers and ensure smoother communication across all levels of the organization?	03 Marks	L4	CO 4

17.	**a.**	Analyze the significance of selecting an alternative in the planning process. How does choosing the best course of action affect the overall success of organizational plans?	05 Marks	L4	CO 2
	b.	Simplify the process of implementing a plan. How do managers ensure that resources and actions are aligned to successfully execute the chosen plan?	05 Marks	L4	CO 2
	c.	Analyze the importance of follow-up in the planning process. How does continuous monitoring help managers ensure that the organization's objectives are met?	05 Marks	L4	CO 2
		Or			
18.	**a.**	Analyze the importance of planning in providing direction for organizational activities. How does it ensure that work is aligned with future objectives?	05 Marks	L4	CO 2
	b.	Analyze how planning reduces overlapping and wasteful activities in organizations. What role does planning play in resource allocation and task delegation?	05 Marks	L4	CO 2
	c.	Simplify the relationship between planning and innovation. How does the planning process promote new ideas and creative solutions within an organization?	05 Marks	L4	CO 2

19.	**a.**	Explain how the use of informal organization enhances the effectiveness of directing and strengthens formal groups within an organization.	06 Marks	L2	CO 4
	b.	Illustrate the principle of appropriate direction techniques. How do managers choose the right techniques based on the situation, subordinates, and superiors to ensure efficient directing?	05 Marks	L	CO 4
	c.	Analyze how motivational techniques influence the directing function. How do techniques like money, pay, and promotion impact productivity and job satisfaction?	04 Marks	L4	CO 4
		Or			
20.	**a.**	Analyze the modern techniques of managerial control, with specific emphasis on return on investment and ratio analysis. How do these techniques provide insights into the financial health of an organization?	06 Marks	L4	CO 4
	b.	Explain the significance of PERT and CPM in the management of complex, time-bound projects. How do these techniques assist in scheduling and monitoring project performance?	06 Marks	L2	CO 4
	c.	Compare and contrast the traditional techniques of managerial control with the modern techniques. How has the evolution of these techniques impacted organizational control practices?	03 Marks	L2	CO 4

21.	**a.**	Compare the nature and purpose of organizing with its principles. How do both aspects work together to ensure the success and adaptability of an organization?	07 Marks	L	CO 3
	b.	Analyze how organizing principles such as the division of work, unity of command, and flexibility contribute to smooth operations and facilitate organizational growth.	07 Marks	L4	CO 3
	c.	Simplify the concept of organizing in terms of its role in achieving organizational goals. How do proper organization and adherence to its principles lead to improved coordination and management?	06 Marks	L4	CO 3
		Or			
22.	**a.**	Test for the impact of specialization on organizational efficiency. How do dividing functions based on specialized areas enhance productivity and streamline operations? (7 Marks)	07 Marks	L4	CO 3
	b.	Categorize the significance of formalization in an organization. How do written rules, procedures, and defined roles contribute to maintaining order and clarity within the organization?	07 Marks	L4	CO 3
	c.	Distinguish between departmentalization and other organizational structuring methods. How does dividing tasks into specialized departments improve focus and task management?	06 Marks	L4	CO 3