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I Semester B.B.A. Examination, Nov./Dec. 2015
(CBCS) (F+R) (2014-15 and Onwards)
1.6 : MANAGEMENT PROCESS

Time : 3 Hours

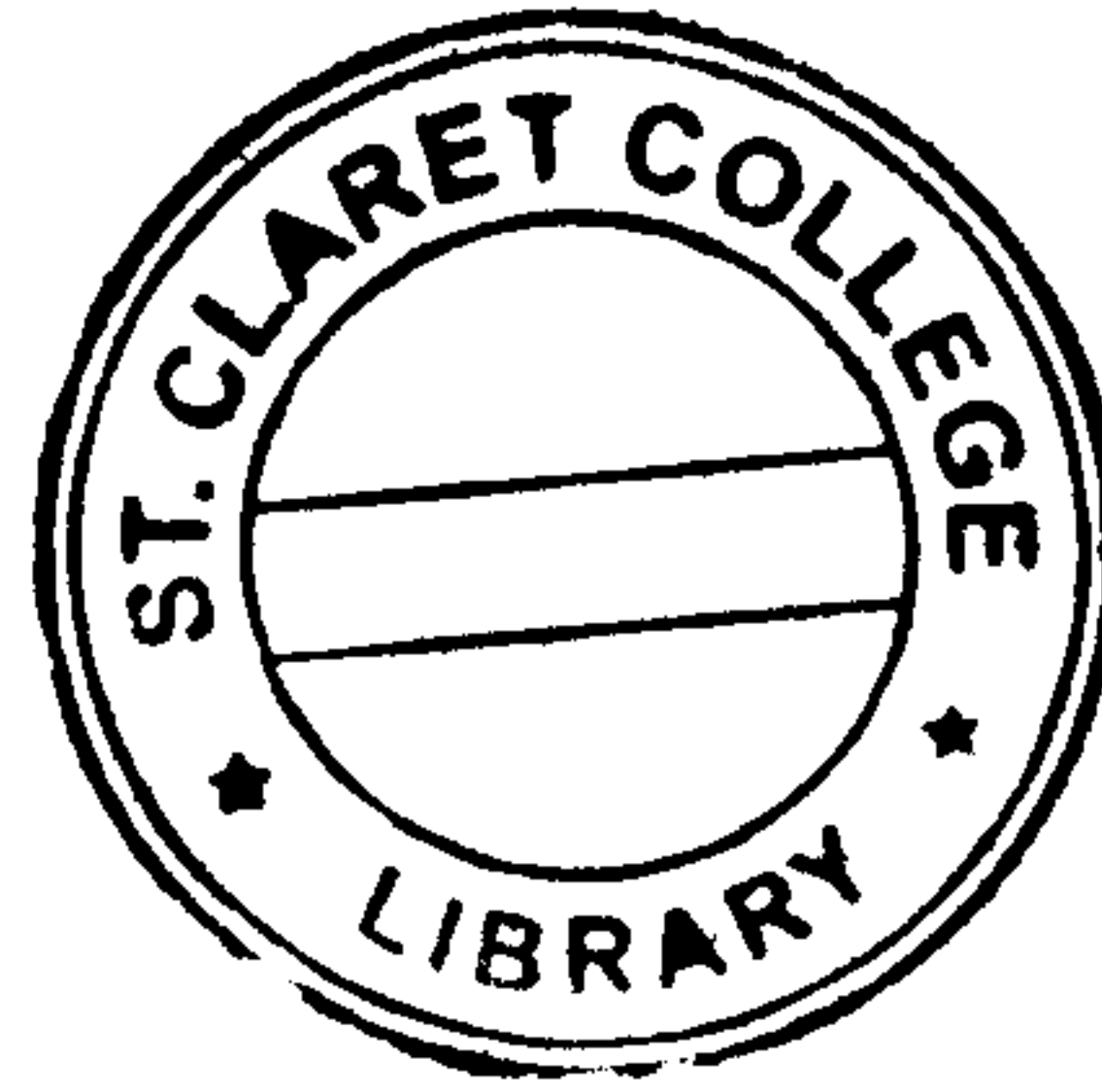
Max. Marks : 70

Instruction : Answers should be written in **English** only.

SECTION – A

Answer **any five** sub-questions. **Each** sub-question carries **2** marks : (5×2=10)

1. a) Define Management.
- b) What is scalar chain ?
- c) What do you mean by decision making ?
- d) What is control ?
- e) What is centralization ?
- f) What is job specification ?
- g) What is grapevine ?



SECTION – B

Answer **any three** questions. **Each** question carries **6** marks : (3×6=18)

2. State the advantages and dis-advantages of line organisation.
3. Distinguish between management and administration.
4. Explain the importance and steps of decision-making.
5. Discuss various functions of management.
6. Explain the different types of communication.

SECTION – C

Answer **any three** questions. **Each** question carries **14** marks : (3×14=42)

7. Explain the principles of management as stated by Henry Fayol.
8. What is staffing ? Explain the procedure involved in selection of a candidate ?
9. Write a note on :
 - a) Maslow's need hierarchy theory.
 - b) Mc Gregor's theory X and theory Y.
10. Define communication. Explain the various barriers to communication.
11. Explain the importance, scope and features of good control system.