

Register Number :

Name of the Candidate :

**5 1 9 4**

**B.B.A. DEGREE EXAMINATION, 2008**

( ENGLISH MEDIUM )

( FIRST YEAR )

( PART - III )

( PAPER - III )

**150 / 530. MANAGEMENT PROCESS AND  
ORGANISATION THEORY**

( Common to *B.B.A. Computer Applications* )

December ]

[ Time : 3 Hours

Maximum : 100 Marks

**SECTION - A** (10 × 2 = 20)

*Answer any TEN questions.*

*All questions carry equal marks.*

*Define:*

1. (a) Management.
- (b) Formal organisation.

**Turn over**

- (c) Planning.
- (d) Objectives.
- (e) Business policy.
- (f) Span of management.
- (g) Uncertainty.
- (h) Delegation.
- (i) Motivation.
- (j) Grapevine.
- (k) Break even analysis.
- (l) Management by objectives.

**SECTION - B** (4 × 10 = 40)

*Answer any FOUR questions.*

*All questions carry equal marks.*

- 2. Discuss in detail management as a profession.
- 3. Explain the differences between open end and closed end system.
- 4. What are some of the problems encountered in the process of planning ?

- 5. Is delegation of authority desirable ? - Discuss.
- 6. Differentiate between trait theory and behaviour theory of leadership.
- 7. Why different human beings behave differently under similar circumstances ?

**SECTION - C** (2 × 20 = 40)

*Answer any TWO questions.*

*All questions carry equal marks.*

- 8. How do the semantic barriers and the cultural barriers affect the quality of the communication ? How can the impact of such barriers be reduced ?
- 9. What are some of the symptoms of inadequate control ? Are all these symptoms traceable to certain well defined causes ? - Explain.
- 10. Describe the types of business and industrial situations in which the quantitative school of management is highly effective.
- 11. Discuss the centralisation-decentralisation issue with its pros and cons.