

**B.B.A**  
**I Semester End Examination, March-April-2022**  
**Management Principles and Practice**

Course Code: BBA1DSC01

QP Code:1024

Duration: 2 Hours

Max Marks: 60

**Instruction: Answer should be completely written in English only**

**SECTION-A**

**1. Answer any Five of the following questions. Each question carries Two Marks.  $5 \times 2 = 10$**

- What is Management?
- What is Single use plan?
- What is Scalar Chain?
- Give the meaning of Upward Communication.
- What is Autocratic type of leadership?
- What do you mean by Co-ordination?
- What is Business Ethics?

**SECTION- B**

**Answer any Four of the following question. Each question carries Five Marks.  $4 \times 5 = 20$**

- Distinguish between Management and Administration.
- Write the differences between Centralization and Decentralization.
- What is Controlling? What are the steps in Controlling?
- Explain the process of Communication.
- Explain the Steps involved in Decision making?

**SECTION- C**

**Answer any Two of the following question. Each question carries Twelve Marks.  $2 \times 12 = 24$**

- Explain Maslow's Need Hierarchy Theory and write its application in the present world.
- Explain the planning process in detail.
- Explain Henry Fayol's Principles of Administrative Management.

**SECTION- D**

**Answer any One of the following questions.  $1 \times 6 = 06$**

- Write Organization Structure of your Choice and Explain.
- Analyze the following case

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QUESTION PAPER**

Nutan Tiffin Box service was started in Mumbai by the Mumbai Dabbawalas. The Dabbawalas, who are the soul of entire Mumbai aim to provide prompt and efficient services by providing tasty homemade tiffin to all office goers at the right time and place. The service is uninterrupted even on the days of bad weather, political unrest and social disturbances. Recently, they have started online booking system through their website 'mydabbawala.com'. Owing to their tremendous popularity amongst the happy and satisfied customers and members, the Dabbawalas were invited as guest lecturer by top business schools. The Dabbawalas operate in a group of 25-30 people along with a group leader. Each group teams up with other groups in order to deliver the tiffins on time. They are not transferred on frequent basis as they have to remember the addresses of their customers. They follow certain rules while doing trade—no alcohol during working hours; no leaves without permission; wearing white caps and carrying ID cards during businesshours.

Recently, on the suggestion of a few self-motivated fellow men, the dabbawalas thought out and executed a plan of providing food left in tiffins by customers to slum children. They have instructed their customers to place red sticker if food is left in the tiffin, to be fed to poor children later.

1. State any one principle of management given by Fayol and one characteristic of management mentioned in the above case.
2. Give any two values which the Dabbawalas want to communicate to society.

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