

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.