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**GN-366**

102847

I Semester B.B.A. Examination, December - 2019  
(CBCS) (F+R) (2014-15 and Onwards)

**BUSINESS ADMINISTRATION**

**1.6 : MANAGEMENT PROCESS**

Time : 3 Hours

Max. Marks : 70

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

**SECTION - A**

Answer **any five** sub-questions. Each sub-question carries **2** marks. **5x2=10**

1. (a) Give the meaning of Administration.
- (b) Name the tools of Ethics.
- (c) What are Policies ?
- (d) What do you mean by Decentralisation ?
- (e) State any four skills required by a leader.
- (f) What is unity of command ?
- (g) Define Control.

**SECTION - B**

Answer **any three** questions. Each question carries **6** marks.

**3x6=18**

2. State the characteristics of Management.
3. Explain briefly the importance of decision making.
4. Distinguish between Authority and Responsibility.
5. Mention the principles of Coordination.
6. Briefly explain the essentials of effective Control System.

**P.T.O.**



## SECTION - C

Answer any three of the following. Each question carries 14 marks.

3×14=42

7. Explain briefly the social responsibility of management towards its Stakeholders.
8. Discuss the importance and purpose of Planning.
9. State the merits and demerits of line and staff organisation.
10. What is Leadership ? Explain briefly various leadership styles.
11. Briefly explain Maslow's theory of motivation.

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