

Roll No:

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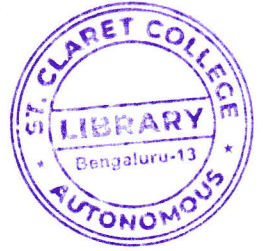
St. Claret College

Autonomous, Bengaluru

UG END SEMESTER EXAMINATION-DECEMBER 2024

BBA – I SEMESTER

BM1224: MANAGEMENT DYNAMICS



TIME: 3 hours.

9

MAX. MARKS: 80

This paper contains TWO printed pages and FOUR parts

Instructions:

1. Verify and ensure that the question paper is completely printed.
2. Any discrepancies or questions about the exam paper must be reported to the COE within 1 hour after the examination.
3. Students must check the course title and course code before answering the questions.

PART-A

Answer all the questions. Each answer carries one mark.

[10x1=10]

1. Which of the following is a primary role of a manager?
 - a) To ignore team dynamics
 - b) To ensure resources are used efficiently.
 - c) Focusing solely on profits
 - d) To avoid conflict.
2. What is the term for the difference between actual performance and desired performance?
 - a) Performance standards
 - b) Benchmark
 - c) Variance
 - d) Control Limit
3. Quality circles in TQM refer to:
 - a) Group Discussion for improvement
 - b) A type of quality control chart
 - c) A method of circular production
 - d) A physical location in a factory
4. What is the primary purpose of Management by Objectives (MBO)?
 - a) To reduce costs
 - b) To improve employee motivation and performance
 - c) To increase hierarchical structure
 - d) To eliminate decision making
5. Fayol's principle of 'Division of Work' suggests?
 - a) Tasks should be assigned randomly
 - b) Work should be performed by teams only
 - c) Everyone should do everything
 - d) Specialization increases efficiency
6. What is the primary purpose of the staffing function in management?
 - a) Acquiring and developing a workforce
 - b) Setting organizational goals
 - c) Managing financial resources
 - d) Establishing production processes
7. What is the first step in the planning process?
 - a) Evaluating alternatives
 - b) Identifying the problem
 - c) Implementing the decision
 - d) Gathering information.

8. In which leadership style does the leader make decisions unilaterally and expects compliance?
 - a) Transformational
 - b) Autocratic
 - c) Participative
 - d) Servant
9. In which type of organizational structure do employees report to multiple managers?
 - a) Divisional
 - b) Informal
 - c) Flat
 - d) Matrix
10. What is the primary goal of the directing function in management?
 - a) To allocate resources
 - b) To set organizational goals
 - c) To guide and motivate employees
 - d) To evaluate performance

Answer any three questions. Each answer carries eight marks.

11. What is manpower planning? Discuss the importance of manpower planning.
12. What is the significance of managerial ethics and how does it contribute towards organizational success?
13. What are the characteristics of an effective leader?
14. Explain the essential steps in the control process.
15. How can managers show their responsibility towards society.

Answer any three questions. Each answer carries twelve marks.

16. Critically examine Maslow's theory of Motivation.
17. What is TQM? Discuss the Principles of TQM.
18. Discuss Fayol's Principles of Management.
19. Explain the different types of formal organizations.
20. Discuss the functions of staffing.

Answer the following case study. Each answer carries ten marks.

21. Case Study on Employee Motivation and Leadership in a Diverse Workforce