

2022

BBA(HM) 1st Semester Examination

BBA (Hospital Management)

**Fundamentals of Management and
Organizational Behaviour**

PAPER — CC-1T

Full Marks : 60

Time : 3 hours

The figures in the right-hand margin indicate marks.

*Candidates are required to give their answers
in their own words as far as practicable.*

Illustrate the answers wherever necessary.

1. Answer **any ten** of the following questions :
2×10=20

(a) What do you mean by management?

(b) What is franchizing?

(2)

- (c) What do you understand by diversification?
- (d) State the definition of learning.
- (e) What do you mean by organizing?
- (f) State the definition of decision making.
- (g) Define perception.
- (h) What is informal organization?
- (i) What do you mean by team?
- (j) What do you understand by organizational change?
- (k) Define communication.
- (l) What do you mean by coordination?
- (m) What is acquisition?
- (n) What is attribution?
- (o) What do you understand by delegation of authority?

2. Answer *any four* of the following questions :

- (a) What do you mean by controlling? State the various features of controlling. 2+3=5
- (b) Write a short note on decentralization. 5

(3)

- (c) What do you understand by personality? Briefly state the determinants of personality. $2+3=5$
- (d) What is communication barrier? Write down the ways through which you can remove communication barriers. $2+3=5$
- (e) Write a short note on johari window study. 5
- (f) What do you mean by conflict? State the various sources of conflict in an organization. $2+3=5$

3. Answer *any two* of the following questions :

- (a) What do you mean by planning? State the various stages of planning process. $2+8=10$
- (b) What is leadership? Describe managerial grid theory. $2+8=10$
- (c) Define motivation. State any one content theory of motivation. $2+8=10$
- (d) What do you mean by group? State the characteristics of a group. Describe the various stages of group development process. $2+3+5=10$

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