

April - 17

FY BMM Sem - II

Mgmt

Q.P. Code :05274

[Time: 2 $\frac{1}{2}$ Hours]

[Marks:75]

Please check whether you have got the right question paper.

- N.B: 1. All questions are compulsory.
2. Figures to the right indicate marks allotted to the questions.

- Q.1. a) How did identification of the Hawthorne effect lead to the recognition of the importance of psychological and social factors at work? (15)
- OR
- b) What is decision making? Why is it considered as the primary task of the manager? (15)
- Q.2. a) Why is Frederick Taylor called the father of scientific management and Henri Fayol the father of modern management theory? (15)
- OR
- b) Explain the function of planning and steps involved in the planning process. (15)
- Q.3. a) What are different approaches to management? Describe in detail the systems approach to management. (15)
- OR
- b) Define staffing with special reference to recruitment. (15)
- Q.4. a) What are qualities of a good leader? Why is leadership considered situational in nature? (15)
- OR
- b) Define group dynamics? Explain different types of groups. (07)
What do you understand by conflict management? (08)
- Q.5. Write short notes on any 3 from the following :- (15)
1. Total Quality Management
 2. Performance Appraisal
 3. Formal and informal groups
 4. On-the-job training methods
 5. Corporate Social Responsibility
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