



ST. FRANCIS DE SALES COLLEGE

A FRANSALIAN INSTITUTE OF HIGHER EDUCATION **AUTONOMOUS**

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END SEMESTER EXAMINATION DECEMBER 2024

BUSINESS ADMINISTRATION – I SEMESTER BBA

24BBA14A- MANAGEMENT DYNAMICS

Time: 3 Hours

Max. Marks: 80

Instruction: Answers should be completely in English.

SECTION-A

1. Answer any **seven** questions. Each question carries **two** marks **(7X2=14)**

- a. Give the meaning of Administration.
- b. State any four qualities of a Manager.
- c. What do you mean by Tactical Plans?
- d. Give the meaning of Decentralization.
- e. What is manpower planning?
- f. Define supervision in the context of directing.
- g. How does management differ from leadership?
- h. In which circumstances ERG theory can apply for?
- i. Name two common hindrances in ethical decision-making.
- j. Define Business Process Re-Engineering.

SECTION-B

Answer any **three** questions. Each question carries **eight** marks **(3X8=24)**

2. What are the social responsibilities of managers towards the employees and consumers?
3. Explain the importance of Decision making in Management.
4. Explain the concept of staffing and its significance in management.
5. Explain the Need for Motivation Theory and its relevance in the workplace.
6. Explain the principles of Total Quality Management.

SECTION-C

Answer any **three** questions. Each question carries **fourteen** marks **(3X14=42)**

7. What are the qualities and characteristics of a manager?
8. Explain the factors influencing decision making process.
9. Explain the types of Supervision.
10. Explain the theory of Herzberg and ERG Theory.
11. Elaborate benchmarking and the steps involved in its implementation. Provide examples to illustrate its significance.

