



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

### SECTION-B

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

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

### SECTION-C

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

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

