



**NBH-161100010204** Seat No. \_\_\_\_\_

**B. B. A. (Sem. II) (W.E.F. 2016) (CBCS) Examination**  
**April / May - 2017**

**Emerging Trends in Contemporary Management**

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

[ Total Marks : 70

**Instruction :** All question carry equal marks.

- 1 Explain the term Management. Discuss the System Approach with characteristics and its implication to study Management Concepts. 14

**OR**

- 1 "Henry Fayol is considered as a real father of Modern Management." Explain this Statement with respect to Administrative Approach. 14

- 2 Explain the concept of Work Life Balance. Discuss its Components and Managerial Actions undertaken to balance Work Life Balance for employees. 14

**OR**

- 2 Explain the concept of Job Satisfaction. Discuss the Factors related to Job Satisfaction. 14

- 3 Explain 'Change' and Discuss the Forces for Change in an Organization. 14

**OR**

- 3 Describe the tools of Organizational Development in detail. 14

- 4 What is Creativity? Explain the stages of Creative thinking Process and its importance in managerial decision-making. 14

**OR**

- 4 Short notes : (any two) 14
- (a) Tools or Techniques of Total Quality Management
  - (b) Management By Exception
  - (c) Factor Affecting MIS Design

- 5 Define terrorism and terrorist. Explain the impact of Taj hotel attack on Indian tourism and economy. 14

**OR**

- 5 Give the best 10 reasons to work at Google. 14

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