



DY-19BBA204

Seat No. _____

B. B. A. (Sem. II) (CBCS) (W.E.F. 2019) Examination

April - 2022

Emerging Trends in Contemporary Management
(New Course)

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

[Total Marks : 70

Instructions : (1) There are 8 descriptive questions each of 17.5 marks.
(2) Write answers of any 4 questions.
(3) Figures to the right side indicate marks allocated to each of the questions.

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| 1 | Explain the Administrative School of Management Thought given by Henry Fayol. | 17.5 |
| 2 | Explain system school of Management Thought. | 17.5 |
| 3 | What is Employee Motivation ? Discuss features and Types of Motives. | 17.5 |
| 4 | Explain meaning of Job Satisfaction. Describe determinants related to Job satisfaction. | 17.5 |
| 5 | Explain concept and nature of change. Describe process of planned change. | 17.5 |
| 6 | Explain the term change agent ? Who can be change agent ? Discuss types of change agent with their role and functions. | 17.5 |
| 7 | Explain the concept of creativity and innovation. Discuss Managerial actions to promote creativity and innovation. | 17.5 |
| 8 | What is TQM ? Discuss scope and significance of TQM. | 17.5 |