



**DBY-19BBA204**

Seat No. \_\_\_\_\_

**B. B. A. (Sem. II) Examination**

**July - 2022**

**Emerging Trends in Contemporary Management  
(New Course)**

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

[Total Marks : 70

**Instructions :** (1) Attempt all four questions.  
(2) Figures to the right indicate marks of the questions.

1 Examine Hawthorne experiment done by Elton Mayo and his team. **20**

**OR**

Discuss principles of management given by Henry Fayol under administrative school approach. **20**

2 What is job satisfaction ? Explain factors affecting it. **15**

**OR**

Write a detailed note on job enrichment. **15**

3 What are the causes of resistance to change ? **15**

**OR**

Explain the term 'Change Agents'. Also explain different types of change agents. **15**

4 What is MIS ? Discuss the process and significance of MIS. **20**

**OR**

Write a detailed note on TQM. **20**

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