



Seat No. _____

HQ-19BBA204
B. B. A. (Sem.-II) Examination
April - 2023
Emerging Trends in
Contemporary Management
(New Course)

Time : $2\frac{1}{2}$ Hours / Total Marks : 70

Instruction: It is compulsory to attend all questions.

- 1 Explain the Hawthorne experiments done by Elten Mayo and his team. 20

OR

Explain the contribution of F.W. Taylor in management field. 20

- 2 What do you mean by job satisfaction? Explain importance and determinants of job satisfaction. 20

OR

Explain components and importance of work life balance. 20

- 3 Describe process of planned change in detail. 15

OR

Explain resistance to change and causes responsible for the same. 15

- 4 What do you mean by MIS ? Explain limitations of MIS. 15

OR

What do you mean by TQM ? Explain scope of TQM. 15