

B.B.A. Semester - 2 (NEP-2020) Examination**JUNE – 2024****Modern Management Practices (Major-3)****Time: 2:00 Hours****Marks: 50****Instructions:**

1. All questions are compulsory.
 2. Figures to the right indicate marks.
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Que.1 Describe scientific management school. (10)

OR

Que.1 Explain contingency school of management.

Que.2 What is job satisfaction? Briefly discuss factors affecting job satisfaction. (10)

OR

Que.2 Write Notes:

(A) Employee morale building efforts

(B) Benefits of employee empowerment

Que.3 Discuss planned change process. (10)

OR

Que.3 What is resistance to change? Explain causes for resistance to change.

Que.4 Describe positive outcomes of work life balance. (10)

OR

Que.4 Explain Terms:

(A) Creativity

(B) Total Quality Management (TQM)

(C) Knowledge Management (KM)

(D) Learning organisation

(E) Management Information System (MIS)

Que.5 What is strategic management? How does strategic management differ from operative management? (10)

OR

Que.5 Discuss:

(A) SWOT analysis

(B) 7-S Model
