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Register Number:

DATE:

**ST. JOSEPH’S UNIVERSITY, BANGALORE-27**

**BBA– I SEMESTER**

**SEMESTER EXAMINATION: DECEMBER 2023**

**BA 1323: BUSINESS MANAGEMENT**

**(FOR THE CURRENT BATCH STUDENTS ONLY)**

Time- 2 hrs Max Marks-60

**This paper contains \_\_\_\_\_ printed pages and four parts**

**Section A**

**I.** Answer ***any five*** of the following (**5x2 = 10 Marks)**

1. What is management?
2. Mention any two management schools of thought.
3. Give the meaning of managerial control?
4. What is forecasting?
5. State the meaning of staffing.
6. Define change management.

**Section B**

**II.** Answer ***any four*** of the following (**4x5 = 20 Marks)**

1. Give the meaning and methods of co-ordination.
2. Summarise the benefits of directing.
3. Briefly explain the concept and factors affecting the span of Control.
4. State the meaning and explain the process of decision making.
5. What is CSR? Explain its relevance to business.

**Section C**

**III.** Answer ***any two*** of the following (**2x10 = 20 Marks)**

1. Define organization and explain its principles.
2. What is Motivation? Briefly explain motivational theories put fourth Frederick Herzberg and Victor Harold Vroom.
3. State the levels & functional areas of management. Explain the functions of management.

**Section D**

**III. Answer the following (1x10=10 Marks)**

1. **Equity in Pay and Humane Considerations:** SRS Ltd. is an establishment with 1000 employees in the first shift between 8-16 hours. One day there was a heavy downpour and water submerged vast areas. Train and bus services were disrupted in almost all localities. A few timekeepers managed to record attendance. It was found that nearly 30% of employees attended on time, 20% were two hours late, 30 % attended up to four hours late and the rest did not attend. It was found that different groups have participated in different periods of work on that day. If late-coming is condoned, then those who had been working might have to be paid extra for shouldering greater responsibilities during the early hours in order to be fair to this group of people. The question in the minds of the Personnel Manager was how to be equitable to all during that day when neither the management nor the employees could be blamed for the happenings. Equal-pay-for-equal work is the norm that contradicted with the condoning of late coming due to extraneous factors.

Questions:

1. How can this issue be sorted out in such a manner as to create satisfaction to all the stake holders?
2. What are the financial and non-financial incentives can be considered to motivate the employees and bring in equity in remuneration?