

**B.B.A. Semester - 2 (CBCS) Examination****March/April - 2023 (OLD COURSE)****EMERGING TRENDS IN CONTEMPORARY MANAGEMENT (CORE)****Time: 2:30 Hours****Marks: 70****Instructions:**

1. All questions are compulsory.
  2. Figures to the right indicate marks.
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**Que.1** Discuss contingency school of management. **(14)**

**OR**

**Que.1** Discuss system school of management.

**Que.2 Write Notes:** **(14)**

- A. Factors affecting job satisfaction
- B. Ways and means of empowering the employees

**OR**

**Que.2 Write Notes:**

- A. Morale building efforts
- B. Financial and non-financial incentives

**Que.3** What is change? Explain steps of planned change process. **(14)**

**OR**

**Que.3 Discuss:**

- A. Importance of organisational development (OD)
- B. Causes of resistance to change.

**Que.4 Explain:** **(14)**

- A. MIS Process
- B. Organisation's efforts for promoting creativity and innovation

**OR**

**Que.4 Explain:**

- A. Significance of TQM
- B. Merits and demerits of management by exception

**Que.5** Describe corporate culture of Google Inc. **(14)**

**OR**

**Que.5** Briefly describe the terrorist attack on Taj Hotels and Palace, 2011.

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