

Total No. of printed pages = 4

2 SEM BBA OB 200

2025

(June)

BUSINESS ADMINISTRATION

Paper : 20200

(Organizational Behaviour)

Full Marks – 75

Time – Three hours

**The figures in the margin indicate full marks
for the questions.**

**1. Write 'True' or 'False' for the following
statements : 1×10=10**

- (a) Strong interpersonal attraction developed among group members is called Co-operation.**
- (b) The discipline of psychology has a great deal of influence on the field of Organizational Behaviour.**

[Turn over

- (c) Transactional Analysis is a psychological theory propounded by Eric Berne.
- (d) The problem solving process begins with clarification of the situation.
- (e) An attitude is a tendency to evaluate an object or symbol of that object in a certain way.
- (f) Custodial embodies a team concept, is based on the principle of mutual contribution by employer and employees.
- (g) The study of culture and practices in different societies is called Sociology.
- (h) Personality refers to the enduring characteristics and behaviour that comprise a person's unique adjustment to life.
- (i) The perceptual process is a cognitive and psychological process that affects how people communicate.
- (j) Job satisfaction have negatively related to absenteeism and turnover.

2. Write short notes on any *three* of the following :
5×3=15

- (a) Positive motivation Vs. Negative motivation
- (b) Group Cohesiveness
- (c) Introvert and Extrovert personality
- (d) Group dynamics
- (e) Job satisfaction.

3. Answer any *five* of the following : 10×5=50

- (a) Elaborate on the significance of studying Organizational Behaviour and also elaborate on some disciplines which contribute to the study of Organizational Behaviour.
5+5=10
- (b) Briefly explain the concept of perception. Discuss various factors that influence an individual perception.
4+6=10
- (c) Highlight the differences between group and team. Discuss the advantages and disadvantages of group decision making. 4+6=10

- (d) Define Personality. What are the major personality traits that managers need to be aware of in order to understand workplace behaviour. $3+7=10$
- (e) Discuss the consequences of intergroup conflict and highlight the key measures to be taken to prevent such conflict. $5+5=10$
- (f) Discuss the sources of learning. Elaborate on the Classical conditioning theory of learning. $4+6=10$

Total No. of printed pages = 4

2 SEM BBA BC 300

2025

(June)

BUSINESS ADMINISTRATION

Paper : 20300

(Business Communication)

Full Marks – 75

Time – Three hours

The figures in the margin indicate full marks for the questions.

1. Answer the following questions as directed :

$1 \times 10 = 10$

- (a) Difference in values and perception which may effect the interpretation of a message by the receiver is called _____.
(Fill in the blank)
- (b) Hearing is always better than listening.
(Write True or False)

- (c) Multiple meaning of words can create _____ barrier. (Fill in the blank)
- (d) E-mail, telephone, letters etc. are examples of a _____. (Fill in the blank)
- (e) _____ communication includes tone of voice, body language, facial expressions etc. (Fill in the blank)
- (f) Our dress code is an example of Non-verbal communication. (Write True or False)
- (g) _____ is the person who decodes and attaches meaning to a message. (Fill in the blank)
- (h) Feedback ensures that the message has been received and understood correctly by the receiver. (Write True or False)
- (i) Reading comprehension means understanding a _____ text. (Fill in the blank)
- (j) The process of interpreting transferred information by the receiver is called _____. (Fill in the blank)

2. Write short notes on any *five* from the following :
3×5=15

- (a) Grapevine
- (b) Active and Passive Listening
- (c) Proxemics
- (d) Oral communication and Non-verbal modes
- (e) Business Reports
- (f) Semantic Barriers
- (g) Role of feedback in communication.

3. Answer any *five* from the following questions :
10×5=50

- (a) Write a detailed note on the barriers of communication with suitable examples. 10
- (b) "Communication is the sum of all things one person does to create understanding in the mind of another." Discuss. 10
- (c) What is communication process? Discuss the various steps involved in the communication process. 3+7=10

(d) Explain the need and importance of proper use of non-verbal modes in communication for enhanced understanding. 10

(e) Write a letter as Ajay Kumar Saikia, Purchase Officer, ABC Constructions Pvt. Ltd. Guwahati, to Dalmia Cement complaining about the recently received slot of poor quality cement. Also in the letter suggest means for negotiations on the price as an outcome. 10

(f) Discuss in your own words the different measures that could be adopted to achieve effective communications. 10

(g) What is a presentation? Discuss the various means of creating an effective presentation. 4+6=10

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2 SEM BBA QT-I 100

2024

(June)

BUSINESS ADMINISTRATION

Paper : 20100

(Quantitative Techniques-I)

Full Marks : 75

Time : Three hours

The figures in the margin indicate full marks for the questions.

- A. State True and False : 1×5=5
- (a) The pie diagram is a two-dimensional diagram.
 - (b) Variance is the square root of standard deviation for given data.
 - (c) Data which are not originally collected but rather obtained from published or unpublished sources are known as secondary data.
 - (d) Structured question is also called an open-ended question.

(e) Arranging data in groups on the basis of certain properties is referred to as data classification.

B. Answer **any seven** questions from the following: $10 \times 7 = 70$

1. (a) State **any five** applications of statistics in business and management. 5

(b) State **five** sources of secondary data. 5

2. (a) Find the regression equation of Y on X from the following table: 5

X	1	2	3	4	5
Y	2	3	5	4	6

(b) Find Karl Pearson's co-efficient of correlation from the following data: 5

x	72	75	79	80	84
y	101	99	102	100	103

3. (a) What are the characteristics of a normal distribution curve? 5

(b) Discuss addition and multiplication rules of probability with examples. 5

4. (a) Discuss about the different methods of qualitative forecasting methods. 5

(b) What are the advantages of diagrams (graphs) in statistics? 5

5. (a) What are the various components of time series? 5

(b) Briefly discuss the uses of index numbers. 5

6. (a) Draw a more than ogive from the following data: 5

Class	20-25	25-30	30-35	35-40	40-45	45-50	50-55	55-60
Frequency	6	9	13	23	19	15	9	6

(b) Construct a pie chart from the following data: 5

Countries	USA	India	Egypt	Brazil	Argentina
Cotton exported	536	300	160	92	72

7. (a) Calculate standard deviation from the following: 5

Marks	10	20	30	40	50	60
No. of students	08	12	20	10	07	03

(b) The daily earnings (in ₹) of 175 employees working on a daily basis in a firm are as follows: 5

Daily earnings (₹)	100	120	140	160	180	200	220
No. of employees	3	6	10	15	24	42	75

Calculate the average daily earnings of the employees.

8. (a) Construct Laspeyre's and Paasche's index numbers from the following data : 5

Items	Quantity		Price	
	Base year	Current year	Base year	Current year
	(Q_0)	(Q_n)	(P_0)	(P_n)
A	10	12	12	15
B	5	10	8	10
C	12	16	10	12

- (b) Distinguish between sampling and census. 5

9. (a) A survey was conducted to determine the age (in yrs) of 120 automobiles. The results of such a survey is as follows : 5

Age of auto	0-4	4-8	8-12	12-16	16-20
No. of auto	13	29	48	22	8

What is the median age for the autos ?

- (b) Find the mode for the data provided in the table below : 5

Marks (CI)	1-10	11-12	21-30	31-40	41-50	51-60
No. of students (f)	3	16	26	31	16	08

Total No. of printed pages = 4

2 SEM BBA (Sp) BC 300

2021

(February)

BUSINESS ADMINISTRATION

Paper : 20300

(Business Communication)

Full Marks – 75

Pass Marks – 30

Time – Three hours

The figures in the margin indicate full marks for the questions.

1. Write true or false for the following statements :

1×10=10

- (i) Decoder is a person for whom the message is intended.
- (ii) Appendices include all the sources of information that is being used in report writing.

[Turn over

(iii) Presentation is a form of written communication in which a person shares factual information with a particular audience.

(iv) Video, slides, flip charts or materials are some of the audio-visual aids for presentation.

(v) One needs to be assertive to make a mark in the group discussion session.

(vi) Sign language is a category of verbal communication.

(vii) Horizontal communication is also termed as lateral communication.

(viii) Grapevine communication is the informal communication network outside the organisation.

(ix) Oculesics is the non-verbal communication conveyed through touch.

(x) Consistent eye contact can indicate that a person is thinking positively of what the speaker is saying.

SEM BBA (Sp) BC 300 (2)

2. Write short notes on : (any five)

3×5=15

(i) Social Etiquettes

(ii) Intrapersonal communication

(iii) Mock Interview

(iv) Seven Cs of Communication

(v) Non-verbal communication

(vi) Encoding

(vii) Socio-Psychological barriers to communication.

3. Answer any five from the following questions :

(i) What is verbal communication ? Explain the art of writing a formal letter. 2+8=10

(ii) Define the public speaking skills. Explain the methods for making effective presentations. 3+7=10

(iii) What are the basic tips that would help a candidate to do well in a group discussion session ? Elaborate. 10

(iv) What do you mean by Cross-Cultural Communication ? Mention some simple ways of improving cross-cultural communication in an organisation. 2+8=10

(v) Discuss the different steps of report writing. 10

(vi) What is corporate communication ? What are the functions of communications department in an organisation ? 2+8=10

(vii) How does self concept affect our communication ? Explain how can self esteem be improved. 5+5=10

(viii) What are the different types of letters ? Explain the differences between good news and bad news letters. 2+8=10

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2 SEM BBA QT 100

2019

(June)

BUSINESS ADMINISTRATION

Paper : 20100

(Quantitative Techniques-I)

Full Marks : 75

Pass Marks : 30

Time : Three hours

The figures in the margin indicate full marks for the questions.

1. State 'True' **or** 'False' : 1×5=5
- (a) The pie diagram is a two-dimensional diagram.
- (b) Standard deviation is the best measure of dispersion.

Contd.

- (c) Variance is the square root of standard deviation for given data.
- (d) Fisher's Index number is the most ideal Index number.
- (e) Best two coefficients of variation, the greater coefficient value is the more consistent one.

Answer **any seven** of the following questions.

2. (a) State any five applications of statistics in business and management.

5

- (b) What are the various classification types generic to statistics?

5

3. (a) Distinguish between Diagrams and Graphs.

5

- (b) Construct a more than Ogive curve for the data provided in the table below :

5

Marks	: 15-25	25-35	35-45	45-55	55-65	65-75
Frequency	: 5	3	7	5	3	7

4. (a) Calculate Arithmetic mean from the following data :

5

Marks	Students	Marks	Students
0-10	33	50-60	322
10-20	53	60-70	439
20-30	108	70-80	526
30-40	221	80-90	495
40-50	153	90-100	50

- (b) Find mode for the data provided table below :

Marks (CI)	No. of Students
1-10	3
11-20	16
21-30	26
31-40	31
41-50	16
51-60	08

5. (a) Calculate standard deviation from the following data : 5

Marks	:	10	20	30	40	50	60
No. of Students	:	08	12	20	10	07	03

- (b) An analysis of the monthly wages paid to workers in the firms A and B belonging to the same industry gives the following results. 5

	Firm A	Firm B
No. of workers	500	600
Average monthly wage (Rs.)	480	475
Variance of distribution of wages (Rs.)	400	625

6. (a) Calculate Karl Pearson's coefficient of correlation between X and Y. 5

X :	23	27	28	28	29	30	31	33	35	36
Y :	18	20	22	27	21	29	27	29	28	29

- (b) Coefficient of correlation between two variables X and Y is 0.8. Their covariance is 20. The variance of X series is 16. Find the standard deviation of Y series. 5

7. (a) Distinguish between Sampling and Census. 5

- (b) Write a note on sampling and non-sampling errors. 5

8. (a) What are the chief components of Time Series ? Describe. 5

(b) What are the various types of Index Numbers ? Describe.

5

11. (a) What are the characteristics of a Normal Distribution Curve ?

5

(b) Explain the probabilistic sampling techniques in brief.

5

9. Compute Fisher's Ideal Index from the following data and show that it satisfies time reversal test and factor reversal test :

10

Commodity	2016		2017	
	Price	Quantity	Price	Quantity
A	04	40	05	50
B	08	64	09	80
C	10	70	10	70
D	02	10	04	16

10. (a) What are the various methods of measuring trend ? Elaborate.

5

(b) State and justify the best measure of Dispersion.

5

Total number of printed pages-3

2 SEM BBA OB 200

2019

(June)

BUSINESS ADMINISTRATION

Paper : 20200

(Organisation Behaviour)

Full Marks : 75

Pass Marks : 30

Time : Three hours

The figures in the margin indicate full marks for the questions.

1. Define the following : 5×2=10
- (a) Personality
 - (b) Attitude
 - (c) Learning
 - (d) Perception
 - (e) Manager.

Contd.

2. Write on **any three** from the following :
 $3 \times 5 = 15$

- (a) Difference between Leader and Manager.
- (b) Determinants of personality.
- (c) Factors influencing the formation of attitude.
- (d) Person perception and its utility.
- (e) Group structure with suitable examples.

3. Answer **any five** from the following :
 $5 \times 10 = 50$

- (a) Discuss the significance of the study of organisational behaviour and some of the contributing disciplines of study. 10
- (b) Give your understanding of "Locus of Control", "Machiavellianism", "Self Monitoring" and "Type A and Type B" personality attitudes. 10
- (c) Elaborate on some advantages and disadvantages of group decision-making, giving examples. 10

(d) What do you mean by work teams? Also discuss the differences between a group and a team. $5 + 5 = 10$

(e) Explain perception. Discuss the factors influencing perception. $3 + 7 = 10$

(f) What is Leadership? Explain any two theories of leadership. $3 + 7 = 10$

(g) What is Motivation? Discuss the Hierarchy of Need theory and critically examine the same. $3 + 7 = 10$

Total number of printed pages-4

2 SEM BBA BC 300

2019

(June)

BUSINESS ADMINISTRATION

Paper : 20300

(Business Communication)

Full Marks : 75

Pass Marks : 30

Time : Three hours

The figures in the margin indicate full marks for the questions.

1. Write True **or** False for the following statements : 1×10=10

(i) Active listening is the most desirable form of listening.

(ii) Ability to communicate is inborn.

(iii) Listening and Hearing are same.

Contd.

(iv) Kinesics is the systematic study of body language.

(v) To impress reader through a written message, abstract words should be used.

(vi) No preparation is needed at the time of interviewing people.

(vii) In a message containing bad news, the purpose should be stated right at the start of the memo/letter.

(viii) Evaluation should be done simultaneously with listening.

(ix) Notice on the notice board is an example of efficient communication.

(x) Glossary is the list of references.

2. Write short notes on : (**any three**)

5×3=15

(i) Mock interview

(ii) Types of Report

(iii) Audience Analysis

(iv) Don'ts of a group discussion

(v) Sales presentation.

3. Answer **any five** from the following questions :

(i) Define communication and explain the process of communication. 4+6=10

(ii) What are different kinds of listening in communication? Elaborate. 10

(iii) Elaborate on the essentials of good report writing. 10

(iv) Discuss the importance of audience analysis and state the factors that need to be taken into consideration for effective audience analysis. 3+7=10

(v) What are the semantic barriers to effective communication? How can they be overcome? 6+4=10

(vi) "Physical appearance of a business letter matters a lot in order to be impressive". Explain the statement. 10

(vii) Write a letter to a candidate who had appeared for an interview and has been shortlisted for reporting to duty. 10

(viii) Differentiate between formal and informal communication. 10

(ix) What do you understand by 'SWOT analysis'? Bring out the importance of this analysis in building/developing oneself. 4+6=10

(x) Write notes on **any two** of the following: 5×2=10

(a) Listening skills

(b) - Body language

(c) Communication skill

(d) Whole communication.

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2 SEM BBA B&S 400

2019

(June)

BUSINESS ADMINISTRATION

Paper : 20400

(Business and Society)

Full Marks : 75

Pass Marks : 30

Time : Three hours

The figures in the margin indicate full marks for the questions.

1. Define the following terms: 1×10=10

(a) Sociology

(b) Multilingual Society

(c) Capitalism

(d) Endogamy

(e) Cosmopolitan Society

(f) Business

(g) Democracy

(h) HDI

(i) Secular Nation

(j) Taboo.

2. Write short notes on : **(any three)**

$5 \times 3 = 15$

(a) Symbolic school of thought

(b) Nature and Scope of Sociology

(c) Information Revolution

(d) Impact of Globalisation in Assamese Society

(e) Marxism.

3. Answer **any five** questions :

$10 \times 5 = 50$

(a) Discuss the significance of business to the society.

10

(b) What is Industrial Revolution? Illustrate the impacts of Industrial Revolution. $2+8=10$

(c) What is Formalistic school of thought? Explain the perspectives with reference to an organisation. $3+7=10$

(d) Define the term 'globalisation'. Highlight the various advantages and disadvantages of globalisation. $2+8=10$

(e) Write a note on the contribution of early business families in shaping Indian business. 10

(f) What is 'gender equality'? Discuss the gender equality issues in India and highlight the initiatives for the safety of women at workplace. $2+8=10$

(g) Define the term 'Corporate Social Responsibility'. Throw light on the C.S.R. initiatives by the Corporate houses in India. $2+8=10$

(h) What is Social stratification? Discuss the various bases of Social stratification. $2+8=10$

Total number of printed pages-8

2 SEM BBA QTI 100

2017

(June)

BUSINESS ADMINISTRATION

Paper : 20100

(Quantitative Technology-I)

Full Marks : 75

Pass Marks : 30

Time : Three hours

***The figures in the margin indicate
full marks for the questions.***

Answer the following.

1. (a) "Statistics is like a mould of clay of which one can make a God or a Devil." Discuss.

3

Or

- (b) Write a note on the scope and importance of statistics.

3

Contd.

2. (a) What are the advantages of diagrams and graphs ?

Or

Draw a pie-chart of the following data

	Rs.
Agriculture	160 crores
Industries	110
Irrigation	90
Education	80
Communication	60

3. (a) What do you understand by classification and tabulation of data ? Discuss their importance in statistical analysis.

Or

- (b) Discuss the advantages of sampling over census.

4. (a) The following are the daily wages of 40 workers.

12 25 30 15 16 20 30 28 30 35
10 26 25 18 10 19 27 30 40 38
11 19 20 23 24 12 16 40 39 37
14 13 16 21 30 37 32 31 27 26

- (i) Form a frequency distribution table taking 4 as the class interval.
(ii) Find the percentage of workers getting wage below Rs.25.

Or

- (b) Write a note on Principles of Sampling.

5. (a) What are the characteristics of an ideal Average ?

Or

If AM and GM of two numbers are 5 and 4 respectively, find the numbers.

6. (a) Compute median from the following data :

Marks	No. of Students
Less than 30	15
Less than 40	25
Less than 50	42
Less than 60	60
Less than 70	72
Less than 80	75

Or

- (b) Find graphically mode from the following data :

Marks	:	10-20	20-30	30-40	40-50	50-60
No. of Students	:	8	7	10	9	5

7. (a) What do you understand by measures of dispersion? What are the methods of measuring dispersion? 3+2=5

Or

- (b) Find mean and standard deviation of the first 'n' natural numbers. 5

8. (a) Calculate the co-efficient of variation from the following data : 5

Marks	:	30-40	40-50	50-60	60-70	70-80
No. of Students	:	4	8	5	10	13

Or

Why is S.D. called the best measure of Dispersion? 5

9. (a) Define Karl Pearson's co-efficient of correlation and mention its properties. 5

Or

- (b) Find Karl Pearson's co-efficient of correlation from the following data : 5

x	:	72	75	79	80	84
y	:	101	99	102	100	103

10. (a) Differentiate between Correlation and Regression. 5

Or

- (b) Find the Regression equation of y on x from the following data :

x : 2 3 5 7 8

y : 4 8 2 5 6

11. (a) Give the mathematical definition of probability. Define sample space and sample point with suitable example.

2+3=5

Or

- (b) Find the probability that a leap-year will consist of 53 Sundays.

5

12. (a) A coin is tossed five times. Find the probability of obtaining three or more heads.

5

Or

- (b) Define Poisson distribution. Write down the conditions under which Poisson distribution can be derived from Binomial distribution.

2+3=5

13. (a) Write down the mathematical form of the Normal distribution. What are the properties of Normal distribution ?

2+3=5

Or

- (b) Discuss addition and multiplication rules of probability with examples.

5

14. (a) What is a Time-series ? What is the need to analyse a time-series ?

2+3=5

Or

- (b) Find trend from the following series by three yearly moving average method.

5

Year : 2000 2001 2002 2003 2004 2005 2006 2007 2008
Value: 5 8 10 7 6 12 9 11 15

15. (a) Define Index number. Why is index number called 'Economic Barometer' ?

2+3=5

Or

- (b) Write a note on importance of forecasting.

Contd.

16. (a) Calculate price index number using Fishers formula from the following data.

5

Commodities	2000		2015	
	Price	Quantity	Price	Quantity
A	5	20	10	25
B	7	15	9	12
C	10	10	15	14

Or

- (b) Discuss the different models used in Time-series Analysis.

5

Total number of printed pages-3

2 SEM BBA B&S 400

2017

(June)

BUSINESS ADMINISTRATION

Paper : 20400

(Business and Society)

Full Marks : 75

Pass Marks : 30

Time : Three hours

The figures in the margin indicate full marks for the questions.

1. Define the following in short :

1×10=10

- (a) Trading Class
- (b) Globalisation
- (c) Corporate Social Responsibility (CSR)
- (d) Human Development Index (HDI)

- (e) Information Revolution
- (f) Secular Nation
- (g) Modernisation
- (h) Gender Equality
- (i) Multi-lingual Society
- (j) Business Ethics.

2. Write short notes on : **(any three)**

3×5=15

- (a) Nature and Scope of Sociology
- (b) WTO
- (c) IMF
- (d) Sociological school of thought.

3. Answer **any five** :

5×10=50

- (a) Define the term 'Industrial Revolution'. In detail discuss the impact of industrial revolution on society.

1+9=10

- (b) Discuss the various socio-economic impact of globalisation on Indian society.

10

- (c) Write a detailed note on the various contribution of early business families in shaping Indian business.

10

- (d) What is Social Stratification? In detail discuss the various bases of stratification and its impact on society.

2+8=10

- (e) Discuss the impact of globalisation on Assamese society.

10

- (f) Highlight the major gender equality issues in India and discuss the various Constitutional provisions granted to safeguard gender equality in India.

10

- (g) Highlight the significance of CSR and discuss some of the CSR activities done by some of the business houses in India.

2+8=10

- (h) Discuss the major functions of World Bank and its role in carrying out business activities across the globe.

10

- (i) Discuss the significance of sociology in managing business houses in India.

10