

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 1164

Roll No.

1303270081

**M.B.A.**

(SEM. I) ODD SEMESTER THEORY

EXAMINATION 2013-14

**PRINCIPLES & PRACTICES OF MANAGEMENT**

Time : 3 Hours

Total Marks : 100

Note :— Attempt questions from each section as per instructions.

**SECTION—A**

Answer all parts of this question in 50 to 75 words. Each part carries 2 marks. (2×10=20)

1. (a) What is the nature of management ?
- (b) What is Bureaucracy ?
- (c) What is delegation of authority ?
- (d) What are barriers to effective planning ?
- (e) What are the sources for recruitment ?
- (f) Explain the meaning of job design.
- (g) Define quality control.
- (h) What do you understand by quality of work life ?
- (i) What are the dimensions of quality ?
- (j) What do you understand by human values in management ?

### SECTION—B

Attempt any **three** question parts in **100—200** words. Each part carries **10** marks. (3×10=30)

2. (a) How does a manager's job change with his or her level in the organization ?
- (b) What type of span of control is desirable for manager—wide or small ? Discuss.
- (c) To what extent and how is money an effective motivational factor ?
- (d) How do pre-control, concurrent control and feedback control differ from one another ? Give example of each.
- (e) Identify the characteristics and behavior of an ethical behavior in Indian perspective.

### SECTION—C

Answer the following questions in not more than **500** words.

(5×10=50)

3. Briefly summarize the Hawthorne studies. What are the primary conclusions reached following their completion ?

**OR**

Critically examine the contributions of F.W. Taylor's scientific management perspective.

4. Planning is an intellectual process, the conscious determination of course of action, the basing of decisions on the purpose, facts and considered estimates. Discuss the steps that are involved in planning process.

**OR**

“Distribution of authority is an important element of organization structure.” In light of this statement, discuss line and staff authority in detail with the advantages and disadvantages that these authorities bring to the organization.

5. Explain systems approach to staffing and prove that human resource planning should not be considered in isolation; rather, it should be an integral part of the total management system.

**OR**

Is it useful to characterize motivation in terms of a deficiency/need? Discuss the statement by defining motivation and also explain any one need theory of motivation.

6. What is control? Discuss the control process in detail.

**OR**

How can quality provide a competitive advantage? Mention the important steps required to develop a quality control system.

7. Briefly note some of the basic environmental challenges of international management. Discuss the Japanese views of management style.

**OR**

Enumerate the basic insights that have been advocated by any one of the prominent thinkers on quality issues.