

MAY 2013

P/ID 37501/PBAA

Time : Three hours

Maximum : 80 marks

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Briefly explain the functions of management.
2. What is management? How far is it an art and a science?
3. What are the advantages of planning and state its obstacles?
4. Distinguish between policy and procedures.
5. Elaborate the organizational structure and list out various factors which shape the underlying structure of an organisation.
6. Discuss the various steps involved in communication process.
7. What is coordination? Outline the features and need for co-ordination. How will you effect co-ordination in organisation?
8. Write a note on 'Business Process Re-engineering'.

PART B — (4 × 10 = 40 marks)

Answer any FOUR questions.

9. Critically analyse the administrative theory of management.
10. Describe the Hawthorne experiments in management.
11. Define planning and discuss the various steps in planning.
12. What is departmentation? And elaborate the different bases used for departmentation.
13. What is motivation? Evaluate various theories of motivation.
14. Discuss the different types of control techniques used in business.

PART C — (15 marks)

Compulsory

15. “Managing by objectives is nothing new in our police department” said Commissioner Ram Tupe of the Metropolitan Police. “We have always established objectives towards which everyone in our department strives. Our job is varied and diverse but encompasses the maintenance of law and order, firmly but fairly. In addition, we have

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to protect human lives and property, and also be the conscience of general welfare of the millions of people who inhabit our city and call it home. Every man in our department is aware of these objectives and knows he has to strive towards it. I am fully aware that, being a service operation, we can not be measured by yardsticks of profits, costs, sales or product output, as is done in manufacturing concerns. However, I reiterate very strongly that this does not mean we are not managing by objectives. Ask anyone in my department”.

Commissioner Ram Tupe was speaking to a management consultant who had come to discuss ways and means of improving the efficiency of the police force by introducing management by objectives in his department.

Analyse the above incident in the context of MBO techniques.