

MAY 2011

P/ID 37501/PBAA

Time : Three hours

Maximum : 80 marks

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Is managing a science or an art? Explain.
2. What are the weaknesses of MBO? Suggest ways to overcome them.
3. How can you distinguish between strategies and policies?
4. Explain the types of committees. Discuss their pros and cons.
5. What are the principles of effective co-ordination?
6. Enumerate the sources of recruitment.
7. What are the functions and qualities of a good supervisor?
8. Distinguish between direct control and preventive control.

PART B — (4 × 10 = 40 marks)

Answer any FOUR questions.

All questions carry equal marks.

9. Discuss the process of decision making and briefly explain various approaches to decision making process.
10. What is a policy? Explain the need for policy in management. State the important features of a sound policy.
11. What are the bases for departmentation in a business organisation. Enumerate the difficulties of delegation.
12. Explain the major steps of the staffing process.
13. Describe the two factor theory of work motivation advocated by Herzberg. Compare it with Maslow's need theory.
14. The techniques of control appear to be as much techniques of planning as they are of control. In what ways is this true? Why would you expect it to be so?

PART C — (1 × 15 = 15 marks)

Compulsory.

15. Due to impact of Globalisation in India many IT companies have established successfully.

The IT companies recruit graduates with any specialisation and give in house training to make them suitable for their requirements. In this process, the executives at key positions may not have right qualifications either in IT or management.

Such a policy and attitude of IT companies really places them in a situation where there is so nested positive working relationship among the employees. This will definitely reduce the performance of organisations.

Assume that you were a management consultant, device a suitable policy and decision framework to overcome the above barrier.