PG Odd Semester (CBCS) Exam. December, 2022

Business Administration

(1st Semester)

Course No: CP-101 (N)

(Management Process and Principles)

Full Marks: 70

Pass Marks : 28

Time: 3 hours

The figures in the right margin indicate full marks for the question.

1. (a) What is Management? Why do we need Management? Discuss in brief the process of Management. 2+3+3=8

   (b) Explain in brief any two of the followings : 2x3=6

   (i) Scientific Management Theory

   (ii) Human Relation Management Approach

   (iii) Systems Approach to Management

   (iv) Contingency Approach to Management

Or

2. Distinguish between Management and Administration. What is the nature of Management? What are the managerial skills required by a successful manager? Discuss the managerial skills required in relation to managerial levels. 4+2+4+4=14

3. Ram came up with a good proposal and discussed it with his friends Siva and Shyam. Under the changing social, economic, and political environment, the three entrepreneurs with professional expertise would like to start an organisation in Bangalore to manufacture computer spare parts. All the Entrepreneurs have an engineering background and are financially sound. They are fresh graduate and their knowledge of the practical aspects of management is inadequate.

They would like to be world leaders in a period of 10-15 years in manufacturing computer spare parts.

Question :

In the light of the contributions of Tom Peter, Rosabeth Mose Kanter, Peter Senge, C.K. Prahlad, and Sumantra Ghoshal, what should these entrepreneurs know about management? 14

4. (a) What is planning? How does it differ from the plan? Mention the different types of plan. Discuss in brief the planning process. 1+1+1+4=7

(b) What is decision making? What is group decision making? Who are theoretical and practical managers? 1+3+3=7

Or

5. (a) What is organising? Differentiate formal organisation from informal organisation. What are the principles of organising? 1+2+4=7

(b) How does authority differ from power? What is delegation of authority? What are the different forms of organisation structure? 2+2+3=7

6. (a) "Direction is all pervasive in nature". Explain the statement by highlighting the nature and significance of directing. 7

(b) Describe the elements of communication process. 7

Or

7. (a) Elucidate the different leadership styles. 8

(b) Explain in detail the Black and Mouton's Managerial grid. 6

8. Prameshwor Prasad, Superintendent of the Green Road Ways Company is in charge of the operation and maintenance of all company buses. The company has over 50 buses that operate on 8 long distance routes in the country. Because of recent complaints, Prasad is concerned about controlling the quality of service provided to bus travellers. Schedules, setting of fares, and replacement of equipment are outside of Prasad's jurisdiction instead; his attention focus on bus drivers, garape crews, and few people working at the main terminal.

Assume Prasad, he asked you for recommendations for a Control system.

(a) What 'Control points' do you suggest be used? 7

(b) How should actual performance be measured at these points? 7

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