PG Odd Semester (CBCS) Exam. December, 2022

Business Administration

(1st Semester)

Course No: CP-101 (O)

(Management Process & Principles)

Full Marks: 70

Pass Marks : 28

Time: 3 hours

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

1. Enigma Enterprises is facing huge losses. Thw owner of the company is an MBA passout. Even then many things in the organisation are happening which are indicative of lack of proper management in the company. First of all, there is no specific sharing of work and any time any employee is asked to do anything. This has led to wastage of efforts. Further due to negligence in work sharing there has been no specialisation development in the nature of the jobs done by the employees. There are no clear and fair agreements between the workers and the management. This has led to a lot of frustration in the workers. Management has quite often been found to be ignorant of not fulfilling promises done by it. There are also no strict rules and regulations binding on the conduct of the workers. The departmental heads who are the middle level managers in the company and hold key positions always favour their relatives. They quite often don't turn up for job on time. They are always looking for special relaxations from top management. This has led to feeling of

resentment among the employees who are also demanding special favours and threatening strike in the coming days.

In the light of the above case -

(i) Briefly describe the principles of management laid down by Henry Fayol. 10

(ii) Identify the principles of Fayol violated in the above case. 4

2. (a) Define Planning. List out different types of plan. 3+4

(b) Describe the basic steps in planning process. 7

Or

3. (a) Explain the concept of Management by Objectives (MBO). 7

(b) "Control is the proces of bringing unformity of performance with planned action'— Discuss the above statement in the light of managerial control process in organisation. 7

4. (a) Define span of supervision. Explain the factors which influences the effective span of supervision. 3+5=8

(b) Describe the various bases of departmentation in organisation. 6

Or

5. (a) What do you mean by delegation of authority? Highlight the steps involved in the process of delegation of authority in organisation. 3+7

(b) Differentiate between line and staff authority. 4

6. Rajiv is working as Personal Manager in a company. The speciality of the company is that financial position of all the employees are good. The employees working here are honest, punctual and hard working. The CEO of the Company asked him to suggest a method which is happily accepted by all the employees. Rajiv spoke to many employees in this connection. Some employees suggested to give more importance to individual autonomy, another suggested good performance should be appreciated, another group suggested to award certificates, trophies to recognise the good performance. Mr. Rajiv mixed all and suggested a method of motivation to CEO. The CEO happily accepted that and it was immediately implemented. Wihin few days the company's growth rate appeared to have become fast.

(a) Identify the functions of management indicated in the above case. 4

(b) Highlight the methods of motivation suggested by the different groups of employees. 6

(c) Which method of motivation combine all the above stated and was suggested by the Personal Manager. 4

7. (a) Define communication. Explain the process of communication. 3+4

(b) Explain the various types of communication with its relative merits and demerits. 7

Or

8. Write notes on the following : 7x2=14

(i) Multinational Corporation (MNC)

(ii) Barriers to effective communication