

PGDBM/MBA 1ST SEMESTER EXAMINATION, 2012

Paper - I : Management Process

Full marks : 80

Time : 3 hrs.

Q.1. Answer any five questions from the following :
(each within 50 words) $2 \times 5 = 10$

- (a) Why management is a Process?
- (b) List two main features of bureaucracy.
- (c) What is vestibule training
- (d) List two objectives of MBO
- (e) Define personality
- (f) What is hygiene factors
- (g) What is meant by grapevine

Q.2. Answer any three of the following:
(within 100 words each) $4 \times 3 = 12$

- (a) List the essential skills of a manager.
- (b) Distinguish between cooperation and coordination.

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(c) What are the advantages of laissez-faire leadership style.

(d) State the characteristics of Theory Z.

Q.3. Answer any three of the following:

(each within 200 words)

6x3=18

(a) Briefly explain three behavioural implications of control. How control process can be made effective and acceptable by employees.

(b) Explain clearly the meaning of line and staff authority.

(c) What is meant by social responsibility of business and social audit?

(d) Explain the various steps involved in decision-making process.

Q.4. Answer any four from the following:

(Limit your each answer within 400 words)

10x4=40

(a) Define motivation. Compare and Contrast Maslow's need hierarchy theory with Herzberg's two-factor theory of motivation.

(b) Explain in detail the trait theory of leadership.

(c) Briefly describe the basic types of organisational structures in their advantages and limitations.

(d) "Perhaps the real father of modern management theory is the French industrialist Henry Fayol". Do you agree? Justify your answer.

(e) Discuss the process of communication in organizations. Suggest measures to improve communication in organisations.

(f) What is meant by perception? Describe the factors on which perception is based.
