

OCTOBER 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. What do you mean by contingency approach to management?
2. “Planning is the essential of management” – Elucidate.
3. Examine the reasons for line and staff conflict.
4. What are problems of co-ordination?
5. Identify the components of staffing.
6. What is meant by grapevine communication?
7. Describe the trait theory of leadership.
8. Define concept of control. Discuss its uses.

PART B — (4 × 10 = 40 marks)

Answer any FOUR questions.

All questions carry equal marks.

9. Give a detailed account of F.W. Taylor's principles of management.
10. What are the steps involved in planning? How can planning be made effective?
11. Discuss the merits and demerits of decentralization and centralization. Outline the factors effecting the degree of decentralization.
12. What do you mean by MBO? Explain its process. What are its pros and cons?
13. Examine the problems of control in an organisation. What steps should be taken to make control effective?
14. Identify the barriers to effective communication. Suggest ways to maintain more effective communication.

PART C — (1 × 15 = 15 marks)

Compulsory.

15. As George House, Vice-President of Finance, and Helen Robbins, controller, walked into the office of Kappa Corporation, they were met with the following outburst from the company's top officer.

“Why doesn't someone tell me things? Why can't I know what is going on around here? Why am I kept in the dark? No one informs me about how the company is doing, and I never seem to hear of our problems until they become crises. Now, I want you both to work out a system for keeping me informed, and I want to know by next Monday how you will do it. I am tired of being isolated from the things I must know if I am to take responsibility for this company”.

After George House had left Mr. Barnes's office, he turned to his controller and muttered, “That silly jerk! Everything he wants to know or could possibly want to know is in that stack of reports on the table in back of his desk”.

- (a) Who was right – Adrian Barnes or George House? Was Barnes getting information?
- (b) What would you do to make sure that the chairperson did get the information he needed for control purposes?