

OCTOBER 2011

P/ID 6001/MBA

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Time : Three hours

Maximum : 80 marks

PART A — (8 × 5 = 40 marks)

Answer any EIGHT questions.

All questions carry equal marks.

1. What do you understand by scientific approach to management?
2. Distinguish between policies & procedures.
3. What are the steps in planning?
4. What are the various levels in management?
5. Distinguish between chain of command and unity of command.
6. What are the four types of non-verbal communication?
7. Explain the ERG theory of motivation.
8. What are the approaches towards effective coordination?
9. What are the needs of training?
10. Identify the five basic steps in the control process.

11. What are the objectives of decision making?
12. Write a note on management by exception.

PART B — (4 × 10 = 40 marks)

Answer any FOUR questions.

All questions carry equal marks.

13. Discuss the contribution of Henri Fayol towards the development of an integrated theory of management.
14. What are the different sources of power? How does power tend to expand?
15. Explain the process of delegation of authority. What measures do you suggest to make delegation more effective?
16. What are the factors influencing inter-personal communication?
17. What are the various leadership theories applicable in the real world?
18. Discuss the benefits and weakness of MBO.

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