

OCTOBER 2011

**P/ID 77501/PMBA/
PMB1A**

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. **Write short notes on scientific management.**
2. **What is MBO? Explain.**
3. **Explain about traditional authority.**
4. **What is encoding and decoding in communication?**
5. **What is decision-making? Explain its importance?**
6. **Explain the importance of motivation.**
7. **Explain the controlling techniques in organisation.**
8. **Explain the need of co-ordination in organisation.**

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

All questions carry equal marks.

9. **Explain the basic principles and process of management.**

10. Write the basic techniques of planning.
11. Explain the concept of psychological hazards and strategic planning process.
12. What is policy making and write its importance?
13. How will you overcome the barriers of communication in organisation?
14. Explain the factors to be considered in the establishment of an organization.
15. Explain the use of organizational charts and manuals.
16. Explain the advantages of management by exception.

PART C — (1 × 20 = 20 marks)

(Compulsory)

17. Case Study :

Managers are important in setting the ethical tone for employees. If you work for an unethical manager, chances is you may eventually feel some pressure to act in ways that you consider unethical. When you suspect that your boss is not completely honest when reporting the sales figures for your unit.

- (a) What should you do?
- (b) How would you respond?

Your boss maintains that he has been doing this in the best interest of the company. Is he right or wrong? If you happen to be the boss how would you act in the same situation?
