Krishna Kanta Handiqui State Open University

MBA/PGDBM 1st Sem. Examination, 2016

Paper : 01

Management Process

Time : 3 Hrs. *Full Marks : 80*

1. Answer *any five* from the following questions. 2×5 = 10
(each within 50 words)
   (a) What is the 'interpersonal role' of managers ?
   (b) State any two advantages of classical approach to management.
   (c) What is 'job description' ?
   (d) Why control is needed in an organisation ?
   (e) What is 'centralised organisation' ?
   (f) What is 'brainstorming' technique of decision making ?

2. Answer *any three* from the following questions. 4×3 = 12
(each within 150 words)
   (a) Discuss extrinsic and intrinsic motivation with example.
   (b) Discuss any four external factors which influences perception.
   (c) Discuss any four managerial skills needed to a manager.
   (d) Discuss Henri Fayol's any four principles relating to operational management.

3. Answer *any three* from the following questions. 6×3 = 18
(each within 250 words)
   (a) Discuss Max Weber's theory of Bureaucracy. Also state two advantages and disadvantages of this theory.

(b) Discuss different levels of management generally seen in an organisation.

(c) Write a short note on 'Job analysis'.

(d) Discuss any six essentials of effective control system.

4. Answer *any four* from the following questions. 10×4 = 40
(each within 500 words)

(a) What is organisational structure ? Discuss 'functional organisation structure' and 'matrix organisation structure'. 2+4+4

(b) What is communication? Discuss different elements of effective communicatioin. 2+8

(c) What is motivation ? How positive and negative motivation influences employees in an organisation? Discuss the Maslow's 'need hierarchy theory' of motivation.

(d) Discuss different leadership system adopted in an organisation along with its advantages and disadvantages.

(e) Write short note on— 5+5

(i) Coordination-characteristics and types

(ii) Controlling standards.

——×——