**[ 18-HRGPKAC-M1S (B) ]**

**MBA/PGDBM 1st Semester Exam., 2018 (Back)**

# MANAGEMENT PROCESS

[ MBA/PGDBM 01 ]

*Full Marks* : 80

*Time* : 3 hours

*The figures in the margin indicate full marks for the questions*

**1.** Answer any *five* from the following questions (each within *50* words) : 2×5=10

*(a)* Define management.

*(b)* State two advantages of classical approach to management.

*(c)* State two features of Max Weber's bureaucratic theory.

*(d)* Define 'job enrichment'.

*(e)* State the meaning of 'management control'.

*(f)* State the meaning of 'formal organization'.

**2.** Answer any *three* from the following questions (each within *150* words) : 4×3=12

*(a)* Discuss any four elements of effective communication.

*(b)* State two advantages and two disadvantages of group decision making.

*(c)* Describe the 'ERG theory' of motivation.

*(d)* Discuss any four external factors which influence in perception.

**3.** Answer any *three* from the following questions (each within *250* words) : 6×3=18

*(a)* Explain briefly *(i)* job description and *(ii)* job specification. 3+3=6

*(b)* Describe briefly the 'BCG matrix model' for strategic planning.

*(c)* Briefly describe the steps involved in the process of communication.

*(d)* Describe McGregor's theory X and theory Y.

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

*(a)* Define leadership. Discuss different styles of leadership. 2+8=10

*(b)* Discuss different managerial roles performed by a manager.

*(c)* Describe Henri Fayol's fourteen principles of management.

*(d)* Define coordination. Differentiate between the different types of coordination. 2+8=10

*(e)* Write short notes on the following : 5+5=10

*(i)* Pre- and post-control

*(ii)* Matrix structure

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