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Question Paper Code : 85501

M.B.A. DEGREE EXAMINATION, FEBRUARY 2011.

First Semester

DBA 1601 — MANAGEMENT CONCEPTS

(Regulation 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is the role of a Disseminator in an organization?
2. List the three essential skills according to Katz that managers need to perform the duties.
3. Define Programmed decisions.
4. Define Planning premises.
5. What are the different bases of power?
6. List some factors affecting span of control.
7. Define Autocratic Leadership.
8. Define Motivation.
9. Define feed forward control.
10. List any four different types of Budgets.

PART B — (5 × 16 = 80 marks)

11. (a) In an essay, discuss the work of Henri Fayol as it relates to the general administrative approach to management.

Or

- (b) In a short essay, describe how managers are affected by the global economic environment. Name some of the major global environmental factors that affect management, and explain why each is important.

12. (a) Define the following types of plans :

- (i) Strategic plans
- (ii) Operational plans
- (iii) Long-term plans
- (iv) Short-term plans
- (v) Specific plans
- (vi) Directional plans
- (vii) Single-use plans
- (viii) Standing plans.

(8 × 2 = 16)

Or

(b) List and discuss the steps in the decision-making process.

13. (a) In detail discuss any five common forms of departmentalization.

Or

(b) (i) Differentiate between formal and informal organization. (8)

(ii) Bring out the factors determining the effective span of control. (8)

14. (a) List and discuss any five specific recommendations that should be followed when motivating employees.

Or

(b) In a short essay, list and discuss any five of the best-known selection devices that managers can use to reduce accept and reject errors when hiring new employees. Include an analysis of the strengths and weaknesses of each of these selection devices to support your answer.

15. (a) In an essay, list and discuss the different types of performance control tools used for monitoring and measuring organizational performance.

Or

(b) Discuss the role that the quality of information plays in organizational control.