

Reg. No. :

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Question Paper Code : YY 1501

M.B.A. DEGREE EXAMINATION, FEBRUARY 2010.

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. Identify the characteristics and behaviors of an ethical manager.
2. What is the management process, and how does it reflect what managers do?
3. Contrast formal with informal planning.
4. How does escalation of commitment affect decision making?
5. Why is the simple structure inadequate in large organizations?
6. Describe what is meant by the term organization design.
7. How does HRM affect managers?
8. Contrasts reject errors and accept errors. Which one is most likely to open an employer to charges of discrimination? Why?
9. What are the advantages and disadvantages of feed forward control?
10. What can management do to reduce the dysfunctionality of controls?

PART B — (5 × 16 = 80 marks)

11. (a) What four common activities comprise the process approach to management? Briefly describe each of them. (16)

Or

- (b) Describe the shifts in the types of jobs in the work force during the past 100 years. What implications have these shifts created for today's managers? (16)

12. (a) (i) Under what circumstances are short-term plans preferred? Under what circumstances are specific plans preferred. (8)
(ii) Compare an organization's mission with its objectives. (8)

Or

- (b) (i) Explain how decision making is related to the planning process. (8)
(ii) How do creativity, certainty, risk and uncertainty affect individuals when they make a decision? (8)

13. (a) (i) How are authority and organization structure related? Authority and power. (8)
(ii) Describe the characteristics of a boundaryless organization structure. (8)

Or

- (b) Explain the types of Departmentation in detail. (16)

14. (a) Explain the various barriers to the communication process. (16)

Or

- (b) How is a least-preferred coworker determined? What is the importance of one's LPC for the Fiedler theory of leadership? (16)

15. (a) What is Management control and explain the types of control in detail. (16)

Or

- (b) Discuss the following :

- (i) Types of Budget. (8)
(ii) PERT and CPM. (8)