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**Question Paper Code : GG 1501**

M.B.A. DEGREE EXAMINATION, AUGUST 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. What are the characteristics of bureaucracy?
2. What are the principles of scientific management?
3. What is MBO?
4. Distinguish between Programmed and Nonprogrammed decisions.
5. Define Line and Staff authority.
6. What are the advantages and disadvantages of a matrix organization?
7. Mention the sources of recruitment.
8. Distinguish between Autocratic and Participative Leaders.
9. Give a summary of Aldefer's ERG Theory.
10. What are the fundamentals of an effective control system?

PART B — (5 × 16 = 80 marks)

11. (a) What are the General Management principles advocated by Henry Fayol?

Or

- (b) Explain the Systems Approach to Management.

12. (a) Give a detailed description of the general activities of an organization planner must perform.

Or

- (b) Examine the usage of various decision making tools.
13. (a) Explain three factors that management structure is based on and illustrate the factors you listed in organization charts.

Or

- (b) What steps can managers take to increase the probability that subordinates will accept their authority? Be sure to explain how each of these steps increases the probability.
14. (a) Explain job analysis, job description and job specification.

Or

- (b) List and describe three communication macro barriers and three communication micro barriers.
15. (a) What are Theory X and Theory Y? What does each of these theories tell us about motivating organization members?

Or

- (b) Discuss the basic types of control used in organizations. What comes in the way of successful controlling?
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