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Question Paper Code : 95501

M.B.A. DEGREE EXAMINATION, AUGUST 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 meaning of contingent workforce?
2. What is span of control?
3. Contrast strategic and operational plans.
4. What is the relationship between planning and control?
5. What are the features of a mechanistic structure?
6. Distinguish between leadership and management.
7. Contrast Line and Staff Authority.
8. Identify Leadership qualities.
9. List communication barriers.
10. What is a Gantt chart?

PART B — (5 × 16 = 80 marks)

11. (a) Describe the effects of globalization on the economy and on organizations.

Or

- (b) How has a focus on core competencies changed the ways in which organizations are structured and managed?

12. (a) Discuss the steps in the rational decision-making model.

Or

- (b) What can managers do to improve their decision making and explain the tools used for decision making?

13. (a) What is departmentation? In what ways can management departmentalize? Explain the pros and cons of each type of departmentation.

Or

- (b) Elaborate the various key elements of organization structure.

14. (a) Explain the significance of the staffing process. List the steps in staffing process.

Or

- (b) Discuss Maslow's hierarchy of needs and compare this theory with 2 factor theory.

15. (a) Discuss the diagnostic control systems and budgetary systems.

Or

- (b) Discuss the Boundary Control Systems and Interactive Control Systems.