

Reg. No. :

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Z 1501

M.B.A. DEGREE EXAMINATION, FEBRUARY 2009.

First Semester

DBA 1601 — MANAGEMENT CONCEPTS

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is the difference between efficiency and effectiveness?
2. Define Management.
3. State the techniques used for Decision Making.
4. What is the difference between strategic plans and tactical plans?
5. Differentiate Manager and Leader.
6. What is a boundaryless organization?
7. What is the difference between an entrepreneur and an intrepeneur?
8. List any two traits that differentiate leaders from nonleaders.
9. What is the difference between immediate corrective action and basic corrective action?
10. Define the term "Productivity".

PART B — (5 × 16 = 80 marks)

11. (a) "Management is a combination of Arts, Science and Profession" Explain fully.

Or

- (b) In a short essay, list and discuss seven of the ten managerial roles according to Mintzberg. Include specific examples of each role and group each according to interpersonal, informational, and decisional roles.

12. (a) What is planning? Explain in detail the nature and importance of planning function in the present Indian context.

Or

- (b) Define Decision making. Explain in detail the steps in the decision-making process with examples from Indian and international context.

13. (a) Define Delegation of authority. What are the problems in delegation? Explain the principles of effective delegation.

Or

- (b) What is Organization Structure? List and explain the six key elements in designing an organization's structure.

14. (a) Explain in detail the process of selection with special reference to software professionals.

Or

- (b) In a short essay, discuss the unique problems faced in trying to motivate professional employees, contingent workers, and low-skilled, minimum-wage employees. Include a discussion of various methods that can be implemented to motivate these types of employees.

15. (a) What is controlling? What are the principles of effective control? What steps an organization should take before things go out of control?

Or

- (b) What is performance control? Explain in detail the four main types of performance control tools used for monitoring and measuring organizational performance.