

Reg. No. :

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**LL 1601**

M.B.A. DEGREE EXAMINATION, AUGUST 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 are conceptual skills?
2. What does the concept of universality of management mean?
3. How is globalization affecting the way managers do their jobs?
4. What is a Multi-national Corporation?
5. What is Bounded Rationality?
6. Distinguish between strategic plans and operational plans.
7. What are the two generic forms of organization design?
8. What are assessment centres?
9. How is 'filtering' a barrier to communication?
10. What is meant by leader flexibility?

PART B — (5 × 16 = 80 marks)

11. (a) What is the significance of the studies at the Hawthorne Works of the Western Electric company?

Or

- (b) What is meant by the term multinational corporation? Explain the factors that contribute to the complexity of managing multinational corporations.

12. (a) Discuss the steps in the planning process and the relationship that exists between them.

Or

- (b) Discuss the use of any two decision making tools.

13. (a) Explain using illustration the bases for establishing departments within the formal organization.

Or

- (b) List five possible causes of conflict in line-staff relationships and suggest appropriate action to minimize the effect of these causes.

14. (a) Explain the external sources of recruitment.

Or

- (b) What are the implications of Theories X and Y for motivation practices?

15. (a) Discuss the three basic types of control that can be used in organizations. What are the potential barriers to successful controlling?

Or

- (b) Discuss the three main steps of the controlling process.