

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 17

MBA (2018 Batch) (Sem.-1)

Subject Code : MBA-101-18

M.Code : 75402

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

- 1. SECTION-A contains EIGHT questions carrying TWO marks each and students has to attempt ALL questions.**
- 2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.**
- 3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying TWELVE marks.**

SECTION-A

Write short notes on the following :

1. What is Matrix Organisation?
2. Explain the Line and Staff functions of Management.
3. How coordination is different from cooperation?
4. What do you understand by TQM?
5. Explain the contribution of Mcgregor.
6. What is business process re-engineering?
7. Describe Z-culture.
8. What is decision tree?

SECTION-B

UNIT-I

9. Narrate the contribution of Henry Fayol in management.
10. What is the importance of motivation in management? Explain the Maslow's need Hierarchy theory of Motivation.

UNIT-II

11. Explain the Nature and purpose of Strategies and Policies. Explain the Strategic Planning Process.
12. Explain the concept of Rationality in Decision Making. Narrate the Decision Making Process.

UNIT-III

13. How do you differentiate between a Formal and Informal Organization? Explain the organizational levels and the Span of Management.
14. What can be the challenges in effective coordination? What techniques can be adopted to ensure effective coordination?

UNIT-IV

15. Explain the relationship between Planning and Control. Narrate the process of Controlling.
16. What do you mean by strategic and operational control? How do they differ?

SECTION-C

17. Case Study :

Shivneet is selected for the post of software developer in an IT Company. On the first day of his joining Sunil, his project manager tells Shivneet that during the course of his work he will come across many such opportunities which may tempt him to misuse his powers for individual or family's benefit at the cost of larger general interest of the company. In such situations, he should rather exhibit exemplary behaviour as it will raise his stature in the eyes of the company. Also, for interacting with anyone in the company on official matters, he should adopt the formal chain of authority and communication. In context of the above case:

1. Identify and explain the various principles of management that Sunil is advising Shivneet to follow while doing his job.
2. List any two values that Sunil wants to communicate to Shivneet.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.