

2010

MANAGEMENT PROCESS

FIRST PAPER

Full Marks : 100

Time : 3 hours

*The figures in the margin indicate full marks  
for the questions*

1. Answer briefly any *five* questions from the following : 5×5=25
- (a) Explain the universality concept of management citing the pros and cons.
  - (b) What are the important features of a bureaucratic administration? Describe its dysfunctional consequences.
  - (c) Why are strategies important for organisational success? How do policies differ from strategies?
  - (d) Explain the important principles of organising.
  - (e) Describe a matrix organisation. What are its advantages and disadvantages?

- (f) "Communication is sharing of understanding." Comment.
- (g) Explain Vroom's expectancy model of motivation.
- (h) What is meant by human values? List the different types of value.

2. Answer any *three* questions from the following : 10×3=30

- (a) Briefly describe the general principles of management as laid down by Henri Fayol. Is this list exhaustive? Comment.
- (b) Explain the advantages and limitations of planning. What should be done to overcome its limitations?
- (c) Differentiate between line, staff and functional authority.
- (d) Explain the useful techniques for changing attitudes.
- (e) Explain how reward structure should be designed to achieve high level of performance.

3. Answer any *three* questions from the following : 15×3=45

- (a) Explain what you understand by the concept of social responsibility of business. Why should it develop a sense of social responsibility? Discuss.
- (b) What is meant by departmentalisation? List and explain different types of departmentalisation.
- (c) What do you understand by learning? Describe the important theories of learning.
- (d) What is meant by job stress? Describe the various stressors generally arise at group level performance.
- (e) Describe the major external and internal components of business environment and how they affect the survival of an organisation.

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