

9. (a) You have been asked to organise the recruitment and selection of the office staff of a new branch office. Indicate the possible sources of manpower supply. How can the relative merits of alternative sources of manpower supply be measured objectively?

Or

- (b) In an 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.

10. (a) Highlight the importance of different devices of control.

Or

- (b) Discuss the boundary control systems and interactive control systems.

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P 8 MBA 1

(For candidates admitted from 2008–09 onwards)

M.B.A. DEGREE EXAMINATION, NOVEMBER 2014.

Business Administration

MANAGEMENT CONCEPTS

Time : Three hours

Maximum : 75 marks

PART A — (5 × 5 = 25)

Answer ALL questions as per the choice.

1. (a) Highlight the importance of management in the modern world.

Or

- (b) Discuss about the nature and purpose of international business.

2. (a) Emphasise the importance of Planning. What should be done to overcome its limitations?

Or

- (b) Explain the methods used in planning and how to make planning more effective?

3. (a) Explain the span of control briefly.

Or

(b) Explain the principles of effective delegation.

4. (a) Write about the system approach to human resources management.

Or

(b) What are the barriers of communication? Explain it briefly.

5. (a) Discuss the three basic types of control that can be used in organization.

Or

(b) What are the impediments in the implementation of total quality management? Suggest measures to overcome such impediments.

PART B — (5 × 10 = 50)

Answer ALL questions as per the choice.

6. (a) "Management is a combination of science, arts and profession". Explain fully.

Or

(b) In an essay, describe how managers are affected by the global economic environment. Name some of the major global environmental factors that affect management, and explain why each is important.

7. (a) Define the following types of plans in detail :

(i) Strategic plans

(ii) Operational plans

(iii) Long-term plans

(iv) Short-term plans

(v) Specific plans

(vi) Directional plans

(vii) Single-use plans

(viii) Standing plans

Or

(b) List and discuss the steps in the decision-making process.

8. (a) What is departmentation? Explain any four types of departmentation with illustrations.

Or

(b) Describe the positive and negative aspects of an informal organization. What should a manager do to harmonise informal organisation with formal organisation.