

90201

M-5105

Sl.No.

Total No. of Pages : 2

I Semester MBA Examination, Jan./Feb. - 2018

(Scheme : 2011)

BUSINESS ADMINISTRATION

Management Concepts and Theories

Time : 3 Hours

Max. Marks : 75

PART - A

Answer all questions. Each question carries 6 marks.

[5 × 6 = 30]

1. What is span of control?
2. Describe strategic planning process.
3. What are different types of control systems.
4. Distinguish between managerial efficiency and effectiveness?
5. What are the prerequisites for effective delegation?

PART - B

Answer any three questions. Each question carries 10 marks. [3 × 10 = 30]

6. Explain the various forms of organizational structures.
7. Discuss the functional and dysfunctional aspects of budgetary control.
8. Explain the relationship between the strategy and the structure of the organization.
9. Explain the different types of decision making models used in business organizations.
10. What is the importance of ethics, cultural diversity and the changing workplace for managers.

P.T.O.

90201

M-5105

PART - C

11. Case study (compulsory)

[1 × 15 = 15]

Leo Harris, one of your assistants in a fire insurance company, is in charge of a group of clerical workers who review changed policies, endorsements, and riders, calculate commissions, and maintain records.

He is very meticulous, and everything coming out of his group is perfect. He does not delegate authority and responsibility but rechecks in detail all the work turned out by his group. He keeps turning back to them careless and inaccurate work until it is perfect. As a result he is busy from early morning until late at night doing detail work and neglecting his role as supervisor.

His workers have figured him out and are taking it easy. They do slap-dash work and correct it as often as he returns it. <https://www.uomonline.com>

You are afraid that Harris is overworking and heading for a nervous breakdown. You have told him in general terms to delegate authority and responsibility and to discipline his group. He says that you just can't find people any more who have pride in their work or concern for the company and that if he fires any of his people or they quit the replacements would probably be worse.

- a. What are Harris' responsibilities as a supervisor?
- b. Which work can Harris delegate? And how should he go about delegating them?
- c. What are some of the leadership characteristics that Harris lacks? How can you go about developing them in him?

