

End Semester Examination (2021-22)-Odd Semester

MBA – I Year (I Sem)

Course Name: Principles & Practices of Management

Code: MMG1001

Time: 02 Hours

Max Marks: 60

University Roll No.

(To be filled by the Student)

Note: Please read instructions carefully:

- The question paper has 03 sections and it is compulsory to attempt all sections.
- All questions of Section A are compulsory; questions in Section B and C contain choice.

Section A: Very Short Answer type Questions		BL	CLO	Marks
Attempt all the questions.				(10)
1.	Discuss the different function of Management.	BL2	CLO1	02
2.	Distinguish Training from Development	BL4	CLO3	02
3.	Define Span of Control?	BL1	CLO4	02
4.	What managerial skills are required at different levels of management and why?	BL2	CLO2	02
5.	Explain the different forms of organizations.	BL2	CLO3	02
Section B: Short Answer Type Questions		BL	CLO	Marks
Attempt any 03 out of 05 questions.				(30)
1.	Elaborate on the development of management thoughts. Explain Scientific Management approach.	BL6	CLO1	10
2.	“For a concern working both formal and informal organization are important. They are the two phases of a same concern.” Illustrate this statement and compare both the organization.	BL3	CLO2	10
3.	Explain Decision Making & steps involved in Decision Making.	BL2	CLO3	10
4.	What function of a management is said to be a process in which the managers instruct, guide and oversee the performance of the workers to achieve predetermined goals? Briefly discuss its characteristics.	BL2	CLO3	10
5.	“Planning is the basis, delegation is the key, information is the guide and action is the essence of control”. Critically evaluate the statement.	BL5	CLO4	10

Section C: Read the Case carefully and Attempt any 01 out of 03 questions.	BL	CLO	Marks (20)
A Purchase Manager's Troubles			
Description			
<p>A Purchase Manager is facing problem. The purchases in most industries are based on the production programme which in turn is based on the sales forecast. Now firstly, the production has fallen far short of the target and secondly, the sales forecast has failed to materialize into firm orders. The net result is that the financial position of the company has been badly shattered. So much so, even the bills for supplies already made are not being paid in accordance with the terms stipulated in the purchase orders. The suppliers, having made unsuccessful attempts with the Accounts Department, are playing hell with the purchase officers.</p> <p>Some excerpts are as follow:</p> <p>Supplier 'A': (Extract from a letter) "We regret that our above bill has still not been paid even though the supplies were made over a month ago and, as per the agreed terms, full payment was to be made within 2 weeks from the date the supplies are effected." (Neither this letter nor the numerous subsequent reminders are replied to.)</p> <p>Supplier 'A': (Extract from another letter) "It is indeed a matter of surprise and regret that the payment against our above bill, now overdue by over 4 months, has still not been released. We have sent countless reminders, which have not been acknowledged. We fail to appreciate such an attitude from a firm of your repute. We are sorry to advise that unless our payment is released immediately, we shall have no other alternative but to discontinue all further supplies and hand over the case to our legal section for realization of our dues together with interest accrued thereon."</p> <p>Supplier 'B': (Local firm-during a personal visit to the office) "You tell me to go to your accounts department and they tell me to come to you. Well, I am not concerned with your internal affairs. You placed the order and your man collected the materials from our godown. What you do is your business, but you better get me my payment, or...."</p> <p>Accounts "I don't have a note printing press. How can I pay until and unless the machines are sold and money realized?"</p> <p>Sales "How could I know that the money market would suddenly become so tight? All these industries had expansion plans, but now they have either been deferred or canceled. Anyway, I am sure, it is only a temporary phase."</p> <p>Production "Either we should close down this factory or the shops should be fed with the materials they need. Today this is not there, tomorrow that is not there, and then I'll be criticized for not achieving the production target. I am not bothered with your suppliers or their bills. I must have the materials to run the factory. "The problem cannot, I consider, be attributed to any lack on my part, yet I am the one most directly affected. Not only am I the natural target of suppliers' abuses, but also I am the one who will have to confront difficulties in future procurements, because no one wants to deal with bad paymasters."</p>			

1.	Determine the factors which are within the control and outside the control of the men and the companies concerned?	BL5	CLO4	20
2.	Examine the role of the "boss" towards these departmental members? Are they doing substantially something about matters they can control?	BL4	CLO4	20
3.	What role can each department head play? Provide a solution what can each one do to help the boss play a better role.	BL6	CLO4	20
