

**Subjt Code: R16MBA101****MBA - I Semester Regular and Supplementary Examinations, D-2018.****PRINCIPLES AND PRACTICE OF MANAGEMENT****Time: 3 hours****Max Marks: 60**Question Paper Consists of **Part-A** and **Part-B**Answering the question in **Part-A** is CompulsoryFour Questions should be answered from **Part-B**, each question carry equal marks of 12.

\*\*\*\*\*

**PART-A (CASE STUDY)****1 X 12 = 12**

1. Mary Roberts had been with the company three years when she was promoted to manager of the tax department which was part of the controller's division. Roberts started with the company when she graduated from college as an accounting major. She entered the organization as a management trainee, and during the one-year program she demonstrated considerable leadership ability as an informal leader her peers. Mary also impressed many senior managers in the company with her sense of responsibility and her willingness to work hard. All of her training assignments were completed on time with considerable skill for an inexperienced person. Since she was very interested in tax accounting, Roberts was assigned to the tax department to be developed further as staff accountant. Within four months she became a supervisor of ten staff as staff accountants to fill a vacancy created by an unexpected early retirement. Her superior believed her to be the most qualified individual to fill the position even though others in the department had more experience in tax accounting. None, however, demonstrated leadership ability or the commitment to work that Mary possessed. The tax department manager was promoted to fill a vacancy in the financial planning department eight months later, and he recommended to the controller that Mary Roberts be promoted to fill the position he was leaving. He mentioned that her work was excellent and that she was a very effective supervisor. The tax department had 45 employees including 3 supervisors, 10 clerical employees, and 3 typists. Several people in the department were senior personnel with 10 to 30 years of experience in tax work. Some of these were more technically knowledgeable in taxation than Mary. There was some resentment in this group that so young a person was made a department head, and three of these people were particularly upset because they desired the promotion and felt they deserved it. What made them even more upset was the fact that the tax manager did not discuss the promotion with them.

**Answer the following questions**

1. What can Mary Roberts do about the resentful senior employees?
2. Can higher management do anything to help Roberts make the transitions to greater responsibility?
3. Will her lack of technical knowledge hinder Mary's managerial effectiveness?

**PART-B****4X 12 = 48**

2. Comment on the true nature of management. It is a science or an art?
3. What is meant by hierarchical nature of needs? Is this hierarchy rigid? Why?





4. Briefly explain about various styles of leadership?
5. (a) what is decision making? Discuss the types of decision making?  
(b) Explain the major decision making models?
6. (a) Describe the various principles of management by objectives (MBO)  
(b) Explain the principles of co-ordination with examples?
7. (a) Discuss the advantages and disadvantages of informal organization?  
(b) Explain the difference between line and staff organization with examples?

\*\*\*

firstRanker.com  
www.FirstRanker.com

