

Total No. of Pages : 2

Register Number :

**6861**

Name of the Candidate :

**M.B.A. DEGREE EXAMINATION MAY 2014.**

**(HUMAN RESOURCES MANAGEMENT)**

**(FIRST YEAR)**

**110 — PRINCIPLES OF MANAGEMENT**

Time : Three hours

Maximum : 75 marks

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**SECTION A**

**Answer any FIVE questions. (5 × 3 = 15)**  
**All questions carry equal marks.**

1. Write short note on
  - (a) Administration and Management.
  - (b) Organizational structure.
  - (c) Line and Staff authority.
  - (d) Process of communication.
  - (e) Co-ordination.
  - (f) Social Responsibility.
  - (g) Bureaucracy.

**SECTION B**

**Answer any THREE questions. (3 × 10 = 30)**  
**All questions carry equal marks.**

2. Distinguish between operational and strategic management.
3. Write a note on centralization and decentralization.
4. How do you make sure of effective communication and explain with suitable chart.
5. Brief the importance of span of control and its concepts.
6. Explain the importance of effective supervision in a banking net work.

**SECTION C****Answer any ONE question.****(1 × 15 = 15)****All questions carry equal marks.**

7. Detailed note on the contributions of F.W. Taylor and Henri Feol.
8. Draw and explain with authority and responsibility of a organizational structure in state electricity board.
9. How MBE is better than MBO in modem management era?

**SECTION D****(Compulsory)****(1 × 15 = 15)**

10. General Tools Company was a leading company manufacturing tools and having units in Tamilnadu. Karnataka and Andhrapradesh. The company focuses on production and budget expenses. Except the unit in Andhrapradesh, other two units were working properly. Therefore, Mr Narayanan, senior manager from Tamilnadu was transferred to Andhrapradesh with an assignment to control the expenses as per the budget projection. Mr. Narayanan was very ambitious and little bit autocratic. He belives in authority and control to carry out instructions. After his joining as manager in Andhrapradesh unit, he issued instructions to enhance the production. In the course of action, he suspended two managers for not meeting the target and three supervisors left the plant. However, he could achieve the target a head of the schedule. After some time, he was transferred back to original town. After his transfer to Tamilnadu, the production in Andhrapradesh started falling.

**Questions**

- (a) Analysis the organizational climate created by senior manager.
- (b) Explain the reason for drop in production Andhraparadesh unit after the transfer of senior manager.