

Roll No.

Total No. of Pages : 02

Total No. of Questions : 15

MBA/MBA(IB) (2015 to 2017) (Sem.-1)
PRINCIPLES AND PRACTICES OF MANAGEMENT
Subject Code : MBA-101
M.Code : 49001

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A contains SIX questions carrying FIVE marks each and students has to attempt any FOUR questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consists of ONE Case Study carrying EIGHT marks.

SECTION-A

1. Write the scope of Management.
2. Differentiate between unity of command and unity of direction.
3. What are the steps in Planning Process?
4. What are strategic decisions?
5. How can managers avoid line and staff conflict?
6. What is e-business management?

SECTION-B**UNIT-I**

7. Explain the managerial roles and skills for management of business.
8. Explain various approaches to management.

UNIT-II

9. Define Planning. Discuss various types of plans.
10. Define strategic management. Discuss its purpose and types.

UNIT-III

11. Distinguish between Authority and Responsibility. Explain the factors affecting delegation.
12. What kind of difficulties may be faced in coordination? Explain the techniques to overcome those difficulties.

UNIT-IV

13. Explain the relationship between planning and control. Also discuss the control process briefly.
14. Discuss McKinsey's 7-S approach.

SECTION-C**15. Case Study :**

National Bank of India is the biggest commercial bank in the country with its head office at Mumbai. It has 6,000 branch offices throughout the country. It has been managing these branches with 20 regional offices located in important places in the country. One of those regional offices is located in Agra.

Mr. Kamlesh Sharma is the Regional Manager of Agra Region and Mr. Shankar Dayal is the human resource manager at Agra Regional office. Mr. Purohit is working as the Chief Human resource Manager at the Central Office, Mumbai. Earlier the central office used to select candidates for different jobs and allot them to different regions. But the bank has recently decided to decentralise the hiring various and hence asked all the Regional Managers to select their own candidates. Mr. Kamlesh Sharma asked various departmental heads at regional office and branch managers to rewrite job description, job specification, estimate manpower needs and send them directly to him. Mr. Shankar Dayal has received a letter to this effect in the capacity of head of Human resource department in the regional office. Immediately he met Mr Kamlesh Sharma and told him that his job was to prepare job description job specifications, estimate manpower for the entire region and as such he would be authorised to do all these functions instead of departmental heads at regional office and branch managers. But the regional manager did not accept his request and told Mr Shankar Dayal that things would go according to his instructions. Mr Shankar Dayal told the regional manager not to discount his request and restore his positional authority.

Questions :

1. What is the main problem in this case?
2. What should be done to resolve the conflict between the Regional Manager and the Regional Human Resource Manager?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.