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3. What is the role of creativity in decision making? Discuss its process and the way an individual can be made more effective.
4. Discuss the merits and demerit of decentralization of authority. How can decentralization be made more effective?
5. What are the essentials of effective control system? How will you design an effective control system?

SECTION-C

6. Read the **Case study** and answer the following questions:

You are working as a manager in a steam company xyz ltd. Due to the financial problem in the organization, company is unable to pay the salary from last two months. Due to this crisis employees are in major grievance, leaving the job because of insecurity. This type of situation is facing by the company for the first time so there is no historic data available to solve the major problem. Employees are the asset for any organization, if grievance is not going to handle properly then it will go to harm the organization.

As manager's work is also to solve the grievance in the organization answer the following questions :

1. What steps should the manager take in this situation?
2. "*Here a manager becomes leader*". Comment.
3. What are the qualities of a 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.