

2. Given this information, do you think that there may be marital problems at her home that are affecting her work? Could it also be that her work is affecting her family life that is further affecting her work? Justify your speculations.
3. It seems that Mrs. Batra is suffering from stress syndrome. If you were her close friend, what steps would you take to find out the real reasons for her stress and how would you handle such a delicate issue?

Register Number :

Name of the Candidate :

6 2 7 8

**M.B.A. (E-Business)
DEGREE EXAMINATION, 2010**

(FIRST YEAR)

(PAPER - I)

110.MANAGEMENT CONCEPTS

December]

[Time : 3 Hours

Maximum : 75 Marks

SECTION - A (5 × 3= 15)

Answer any FIVE questions.

All questions carry equal marks.

1. Briefly state the findings of Chester I Barnard.
2. How to determine the qualitative objectives?
3. What is departmentation?
4. List out the advantages of decentralization.
5. State the principles of Theory - X.

Turn Over

6. What are the benefits of rational approach to decision making ?
7. Give an outline on ERG theory.
8. Bring out the features of span of control.

SECTION - B (3 ×15= 45)

Answer any THREE questions.

All questions carry equal marks.

9. Evaluate and assess the operational and strategic planning.
10. Examine the role relevance and the implications of organizational charts and manuals for effective managerial functioning.
11. Mention and assess the various suggestions to maintain effective communication.
12. Examine the various approaches to the decision making process in organizations.
13. Discuss the relevances of corporate social responsibility by citing at least three relevant examples.

The Director of the hospital, Mr. Verma, noticed this change in her behaviour early and has been covertly monitoring her behaviour for the last three weeks. Early today, Mr. Verma had a talk with one of the in-house psycharists explaining Mrs. Batra's changing work behaviour patterns. The psycharist, Dr. Rekhi suggested that perhaps she has been over working herself and takes her job too seriously. Mr. Verma suggested to Dr. Rekhi that he should talk to Mrs. Batra and find out if there were any difficult situations at home that might be affecting her behaviour. Mrs. Batra has been married for over 20 years and has no children. Mr. Verma is concerned that Mrs. Batra ought to get help before she suffers a total collapse. Dr. Rekhi promised to do so.

Discussion questions :

1. What are some of the symptoms of overload ? Does, Mrs. Batra seem to suffer from over-working conditions ? Explain your reasons.

20 percent. She has a pleasant personality and is always available to help her subordinates. She is efficient, responsible and responds to all communication in a timely manner. She attends all meetings fully prepared to discuss all issues under consideration. This is, she was, at least until last month.

During the last month, she seems to have changed considerably for the worse. Both her superiors and her subordinates find her behaviour strange. She is not as polite and amicable as she used to be. Last week, she missed a very important meeting of the top administrators. She was requested to research an issue and prepare the material to present at the weekly meeting. She did not do so. She is often late to work and does not take much interest in the communication. She receives from superiors and other departments and does not respond to these memorandums in a timely manner. She has become aloof and seems tired most of the time.

SECTION - C (1 ×15= 15)

(*Compulsory*)

14. Mrs. Batra has been working in the administration department of a hospital in Mumbai for the last 20 years. She is highly dedicated to her job and has a very good rapport with her superiors and co-workers. About eight months ago, she was promoted into the upper ranks of management and was assigned to the supply department of the hospitals as a manager. Everybody was happy for her and congratulated her on her promotion. The employees in this new department welcomed her and promised her all the co-operation. Mrs. Batra finds the job very challenging and psychologically rewarding.

She is a very good manager and an interesting person. Everyone in her department likes to work because Mrs. Batra makes the day interesting. Since she became the manager, absenteeism is down by over

Turn over