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Question Paper Code : 85501

M.B.A. DEGREE EXAMINATION, FEBRUARY 2012.

First Semester

DBA 1601 — MANAGEMENT CONCEPTS

(Regulation 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is a scalar chain?
2. What is a verifiable objective?
3. What is a Break-Even-Point?
4. What are the features of a Matrix structure?
5. What are the advantages of an organic structure over mechanistic structure?
6. What is Grapevine?
7. List hygiene factors.
8. What are the components of a system?
9. What are the limitations of a committee?
10. What are the causes of semantic barriers?

PART B — (5 × 16 = 80 marks)

11. (a) What are the advantages and disadvantages of using committees for administration?

Or

- (b) Discuss how and why communication barriers occur.

12. (a) Enumerate the different styles of leadership.

Or

(b) Explain the approaches to decision-making process.

13. (a) Explain the process of recruitment and selection.

Or

(b) Discuss the differences between Centralisation and Decentralisation.

14. (a) Explain the human relations approach to management.

Or

(b) Discuss the process of communication.

15. (a) Discuss the benefits of training to the Managers, Supervisors and Workers.

Or

(b) Write a note on the uses of management control systems.