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**MBAH 401**

**First Semester M.B.A. Degree Examination, January 2018**  
**(Choice Based Credit System)**  
**BUSINESS ADMINISTRATION**  
**Principles and Practice of Management**

Time : 3 Hours

Max. Marks : 70

**SECTION – A**  
**(Compulsory)**

*Sri Dharmasthaia Manjunatheshwara  
College of Business Management, Mangalore  
Post Graduate Centre for Management  
Studies and Research Library*

**Note** : Answer to the question should **not** exceed **six** pages : (1×15=15)

1. Explain how managers can successfully lead business taking clue from Scientific and administrative management principles in management.

**SECTION – B**

**Note** : Answer **any five** questions. **Each** question carries **8** marks. Answer to the question should **not** exceed **five** pages. (8×5=40)

2. Explain the concept of organizational structure. What are the basis on which departmentation is done ? Explain with examples.
3. Discuss the functions of management with neat diagram.
4. Bring out the factors affecting centralization/decentralization. Also highlight the merits and demerits of centralization and decentralization with examples.
5. Planning and control are the inseparable twins of management. Explain.
6. Explain the techniques of co-ordination.
7. Outline the functions of Direction in Management with suitable illustration.
8. What is staffing ? Discuss the process of staffing.
9. "Control is the continuous process" - Explain.



SECTION - C  
(Compulsory)

**Note:** Answer the following question should **not** exceed **six** pages : (1×15=15)

10. Case Study :

One major problem of deep concern for the general manager (production) is lack of interest exhibited by workers at the shop floor. Of late the company is facing problems such as lack of care in routine assembly jobs and components level jobs etc.

In a recent meeting, he discussed the issues with Mr. Jain and Mr. Sudhir Kumar to production managers, two production managers Mr. Lal. Mr. Lal told him that for recurring problems, absenteeism is also a major concern along with unions in difference. After much deliberation, Mr. Jain and Mr. Lal were assigned the task to restructure the jobs and shop floor operations. The develop a point programme where, one, the workers were assigned multiple jobs and two, job rotation was to be introduced. The suggestions were implemented but within 10 days the workers expressed dissatisfaction and even threatened to strike. Their representative accused the management of starting this programme for harassing old workers. He said that workers were overloaded with jobs and their stability is in danger.

Questions :

- 1) What according to you is reason behind the failure of this programme ?
- 2) What do you have done if you were to implement this programme ?
- 3) Why did the situation appear threatening to the workers, even though it was meant to provide them with varied and interesting work and remove monotony ?