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AT–1397

M.B.A. (Semester—I) Examination

PRINCIPLES AND PRACTICES OF MANAGEMENT

Paper—MBA/101

Time : Three Hours] [Maximum Marks : 70

Note :— (1) Attempt **all** questions.

(2) Figures to the right indicate mark.

SECTION—A

1. (a) What is Management ? Art or Science ? Discuss 'Contingency' and 'Systems' approach of Management. 14

OR

(b) Discuss in detail the evolution of management thought over the years. 14

SECTION—B

2. (a) What is decision making ? How are programmed decisions different from non programmed decisions ? 7

(b) "No enterprise can achieve its objectives without systematic planning". Discuss this statement in context with setting up of your own enterprise. 7

OR

(c) Distinguish between strategic planning and tactical planning. 7

(d) You are a Sales Manager of a company selling TV sets. The sales team is not meeting the targets since last three months. What decision will you take with respect to non performance ? Will you sack them or motivate them to achieve target ? 7

3. (a) Directing is important for business functioning. State the important characteristics of directing. 7

(b) Suppose you are working as a Team Manager in ABC Company. Out of seven people, 2 left the job suddenly. Now remaining people had to absorb their duties, as a result they are overworked and their morale suffered. At the same time, more mistakes were done by them due to stress. As a team leader how will you get the performance on track ? 7

OR

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(c) Explain Herzberg's two factor theory of motivation. How it differs from Maslow's theory ? 7

(d) Government of Nepal has launched a loan scheme for small traders. But after completion of 6 months, government finds very less response from traders community for the loan. You are an adviser to the government; discuss the reasons for failure and remedies for it with reference to communication with traders of country, banks delivering the loan and government machinery within all states. 7

SECTION—C

4. (a) Define the term MBO (Management by Objectives). What are the benefits of MBO ? 7

(b) Planning is looking ahead and controlling is looking back. Do you agree with this statement ? Justify your answer. 7

OR

(c) What is Management by Exception (MBE) ? Explain objectives and significance of management by exception in detail. 7

(d) Involving employees at all levels of decision making is nothing but participative management. Do you think it is right practice ? Or do you think that management should not involve employees in decision making ? Justify your answer. 7

SECTION—D

5. The Directors of Aakash Ltd., an organisation manufacturing colour Television, have asked their Manager to achieve a target production of 150 televisions per day. The Production Manager has asked the Supervisor to achieve this target, but did not give hum authority for requisition of tools and materials from stores. Every time Supervisor has to come to Manager, wait for his sanction, get his sanction and then do the work. So the result was delay in work. The Supervisor could not achieve the desired target on time and so the Production Manager. Due to this company lost one big order. Directors blamed Production Manager and Production Manager blamed Supervisor. As a result Supervisor along with his team workers resigned from the job on single day, while other workers went on strike which completely stopped the working of company.

Questions :

(i) What do you think are the problems for non achievement of the target ? 4

(ii) According to you what went wrong in the company which ended in stoppage of production unit ? 5

(iii) After this whole incidence company fired Production Manager and appointed you as Production Manager. How will you again start the production ? Explain. 5

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