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**MASTER OF BUSINESS
ADMINISTRATION (RETAIL SERVICES)
(MBARS)**

Term-End Examination

December, 2012

**MRS-001 : MANAGEMENT AND
ORGANISATIONAL PROCESSES**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. "Fundamental principles of management are universal". Comment on the statement and describe the nature and fundamental functions of management. 20
2. Is Fayol's work complementary to that of Taylor ? Give detailed description of Fayol's principles of management. 20
3. (a) Distinguish between delegation and decentralisation. 20
(b) In what way delegation helps a manager multiply himself ?
4. Distinguish between policy strategy. Explain the process of policy formulation. 20

5. How is formal organisation different from informal organisation ? What strategy should a manager adopt while dealing with informal groups? 20
 6. Define direction. Describe the principles and techniques of directing. 20
 7. Discuss the factors that affect the span of management. 20
 8. Write notes on the following : 20
 - (a) Management by objectives
 - (b) Principles of Organisation
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