

No. of Printed Pages : 6

**MS-1**

**MANAGEMENT PROGRAMME**

**(MP)**

**Term-End Examination**

**December, 2020**

**MS-1 : MANAGEMENT FUNCTIONS  
AND BEHAVIOUR**

*Time : 3 Hours*

*Maximum Marks : 100*

*Weightage : 70%*

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**Note :** (i) *There are two Sections, A and B.*

(ii) *Attempt any **three** questions from Section A. Each question carries **20** marks.*

(iii) *Section **B** is compulsory and carries **40** marks.*

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1. Briefly describe the importance of communication in an organisation. Discuss various Channels of Communication and their relevance, giving few examples.

2. “In the Management Process Control is a facilitating function aiding the organisation to accomplish the set objectives.” Elucidate the statement. Briefly discuss the strategies of control.
3. Discuss successful *vs.* effective leader. Describe and discuss any **two** theories of leadership styles and their merits and demerits.
4. Briefly discuss techniques use in different steps involved in decision-making. Describe how to overcome barriers to effective decision-making, citing examples.
5. Write short notes on any **three** of the following :
  - (i) Conflict Management
  - (ii) Line and Staff Relationships
  - (iii) Approaches to Co-ordination
  - (iv) Formal and Informal Organisation
  - (v) Network Structure

### **Section—B**

6. Read the following case and answer the questions given at the end :

Vishal Industries Ltd., is a medium sized engineering factory employing 250 employees.

The Factory Manager advised the Personnel Manager of the company to select a right man to fill up the vacancy of a "Time-Keeper". The Personnel Manager inserted an advertisement for this post in prominent local newspapers and received a large number of applications although specific job description and job requirements were embodied in the advertisement. After preliminary screening of applications, the Personnel Manager selected only 6 applications out of 197 and sent them "Application Bank" for collecting their detailed information. On receipt of Applications and on further scrutiny, it was observed that two candidates were age-barred, although they had a good experience at their credit and one candidate had a suspicious personal life. The Personnel Manager therefore selected only 3 candidates and sent them call-letters for a personal interview on a stipulated date.

Only two candidates out of three appeared for the interview before the Interview Panel

consisting of three interviewers. The panel had therefore to take a decision on selection, either of Mr. Tukaram Patil or Mr. Girish Mahajan. The personal traits and merits of these two candidates are as follows :

Mr. Tukaram Patil, a young man of 30 years, has worked for a year in the Time Office of a reputed company. He is an exceptionally sociable, amicable individual who enjoys mixing with employees. His verbal skills are average, but he has a good degree of hardiness. He can sit late in office and prepare payrolls of employees and complete the checking of pay-sheets a day before the actual date of payment. He does not demand extra remuneration or over-time for sitting late hours in office. He is a good sportsman also and has worked as a secretary of a sports club. A glaring weakness as revealed during the interview is that Mr. Patil's memory is not strong and he may forget a task assigned to him. But he is straightforward and frankly accepts his limitations.

Mr. Girish Mahajan, is also a youth, aged 25, and has a good personality, above average communication skills, but at times is “rough” in dealing with people. His clerical and computational skills are excellent. He does not on his own mix with people or take part in extra curricular activities. He joined a textile mill as a clerk in the Time Office and was promoted to the post of Assistant Time Keeper within a period of 5 years. He is against the principle of sitting late in office. His sense of time keeping, punctuality is good and regular. He feels that attendance of employees must be posted in the regular register on the same day and paysheets must be kept ready on 1st of every month and sent to A/c Department, for checking before 3rd inst. Similarly, he prepares PF/ESI statements and returns in time and submits the same to respective Government authorities in time. However, Mr. Girish Mahajan is short tempered and at times he also had heated arguments with managerial

executives. He limits his existence to his working table and if anybody unconnected with the time-office work comes near his table, he loses his temper.

*Questions :*

- (a) In terms of overall capabilities and job requirements, whom will you recommend out of the two candidates, in your capacity as a Personnel Manager ?
- (b) In case the other two members of the Interview Panel differ from your decision, how will you convince them ?
- (c) As a Manager HR, what will you do to improve the interpersonal relations in the organization ?