

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

**Term-End Examination**

**December, 2010**

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

00973

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions.*

1. Explain the major causes of conflict between line and staff. Suggest the remedies for resolving the conflict. 10,10
  
2. (a) Bring out the differences between a formal organisation and an informal organisation.  
(b) "Delegation enables a manager to multiply himself," Comment. Why is delegation of authority not always effective ? 10,10
  
3. (a) What is "Scientific Management" ? Describe its merits and limitations. 10,10  
(b) Give arguments for and against professionalisation of management.

4. Whatever a manager does, he does through **6,14** decision making. Amplify the statement. Describe the various steps in the process of decision making .
5. Coordination is the essence of management. **20**  
Explain the statement and state the principles of effective coordination.
6. (a) Explain the term " grapevine " as a channel of communication. What are its benefits to management ?  
(b) Describe the steps in the communication process. **10,10**
7. Describe the nature and process of management. **20**  
Explain the various managerial functions.
8. Write notes on the following : **20**  
(a) Standing plan versus Single use Plan.  
(b) Management by Exception.  
(c) Systems Approach to Management.
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