

**MASTER OF BUSINESS ADMINISTRATION  
(CORPORATE GOVERNANCE) (MBACG)**

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**Term-End Examination  
December, 2011**

**MCT-016 : MANAGEMENT CONCEPTS AND  
PROCESSES**

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Attempt any five questions.*

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1. "Management is the process by which managers create, maintain, and operate purposive organisations through coordinated, cooperative human efforts". Explain this statement. 20
2. Discuss the nature of planning. How can planning be made effective ? 20
3. Define 'organising'. What are its elements ? Describe the implications of system approach in organisational design. 20
4. What are the various principles of directing ? Briefly discuss the Techniques of directing. 20

5. Explain ERG Theory of motivation. How does it compare with Maslow's need hierarchy ? 20
  6. Define leadership. Discuss the various leadership styles with examples which Indian managers follow. 20
  7. Define 'communication'. Discuss the barriers of communication. Identify the steps to be taken to overcome the barriers. 20
  8. What do you mean by controlling ? Explain the essentials for effective control system. How will you design an effective control system ? 20
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