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

Term-End Examination

December, 2011

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

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions, all questions carry equal marks.

1. Critically examine the statement that what a 8,12
manager does, he does it through decision
making. "Also describe the strengths and
weaknesses of group decision making.
2. Bring out the difference between line, staff and 8,12
functional relationships. Is the line and staff
conflict a reality ? Highlight the reasons for line
and staff conflict and the ways to resolve them.
3. Explain the principles of designing a sound 20
organisational structure.
4. Discuss the nature and significance of
decentralisation. How can decentralisation be
made more effective ? 5,5,10

5. Formal and Informal organisations are not different forms but two different dimensions of the same organisation. Discuss the respective role of both of these types of organisations. **20**
6. (a) Why is feedback important ? How can feedback be given and received ? **10,10**
- (b) Identify the key components of communication process and describe them fully.
7. (a) Make a case for and against universality of the concept of management. **10,10**
- (b) Explain Fayol's principles of management.
8. Write comprehensive notes on *any two* of the following : **20**
- (a) Span of management
- (b) Management by Objectives
- (c) Elton Mayo's contribution to management theory.
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