

00558

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

**Term-End Examination**

**December, 2013**

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

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Attempt any five questions.*

*All questions carry equal marks.*

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| 1. | (a) | Explain the features or characteristics of management.  | 10 |
|    | (b) | Describe the functions of a manager.  | 10 |
| 2. | (a) | Enumerate the contributions made by F.W. Taylor to management thought.  | 10 |
|    | (b) | Discuss the principles of management as enunciated by Henry Fayol.  | 10 |
| 3. | (a) | Critically examine the different approaches to the study of leadership behaviour.                                 | 10 |
|    | (b) | "A good leader is not necessarily a good manager." Discuss this statement and compare leadership with management. | 10 |

4. (a) Decision - making is the essence of management. Do you agree ? Give reasons for your answer. 10
- (b) What are the different types of decisions ? Explain. 10
5. (a) Explain the nature and significance of decentralisation. 10
- (b) What steps should be taken to make decentralisation more effective ? Discuss. 10
6. (a) What do you mean by "Organisation" ? What are its functions ? 10
- (b) Discuss the important characteristics of formal and informal organisation. 10
7. (a) What are the principles of delegation ? What are the advantages of delegation of authority ? 10
- (b) Critically examine the problems involved in delegation. 10
8. Write short notes on **any two** of the following :
- (a) Types of departmentation 10x2=20
- (b) Organisation charts and manuals
- (c) Business ethics
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