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

**Term-End Examination**

**June, 2012**

**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. 'MBO is not a technique of management but the total way of managing'. In the light of this statement, explain the features, process and advantages of management by objectives. **6,8,6**
  
2. Explain the concept and the steps involved in the process of rational decision making. **5,15**
  
3. Describe the obstacles in the process of delegation. State the guidelines for securing effective delegation. **10,10**
  
4. "Sound organisational structure is an essential pre-requisite of efficient management". Comment. **20**

5. For what reasons do informal groups emerge in corporate organisations ? How can these groups be used to benefit the organisation ? 20
  6. To manage is to forecast and plan, to organise, to command, to Coordinate and to control. Elucidate. 20
  7. Explain the significance of Systems Approach to the study of management. 20
  8. What are common barriers to communication ? How can these barriers be overcome ? 12,8
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