

00128

**MASTER OF BUSINESS ADMINISTRATION
(NETWORK INFRASTRUCTURE
MANAGEMENT)
(MBANIM)**

**Term-End Examination
June, 2011**

MCR-001 : PRINCIPLES OF MANAGEMENT

Time : 3 hours ,

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. What do you mean by rational decision making ? 20
Briefly describe the steps involved in the process of rational decision making.

2. (a) Explain clearly the process of delegation of authority and bring out its advantages. 10

- (b) Why are superiors generally reluctant to delegate ? How can top management induce them to delegate ? 10

3. Hariharan 53, had more departmental seniority than any other employee, including Muthuswamy, the departmental manager, in a major transport company. Hariharan was considered one of the most capable employees. He was extremely conscientious and worked very hard. As a result of his ability and seniority, he normally received the choice work assignments and was the highest paid employee in the department. Although there was no formal designation of various 'special' projects as belonging to Hariharan, he handled them as a matter of course.

A problem developed when Muthuswamy employed Neelkanth, 23, a personable, intelligent and diligent employee. Neelkanth's two years' previous experience in closely related work made it possible for him to catch onto work routine much more rapidly than was customary for a new employee. He was both hard working and aggressive, on several occasions, Muthuswamy became aware of tension developing between the two employees. However, he did not wish to intrude into personal conflicts, and when the work was being accomplished on schedule.

One afternoon, the tension reached the boiling point when Hariharan decided his personal duties were being taken over far too extensively by the

new employee. He practically pulled Neelkanth to the front of Muthuswamy's desk and demanded "will you please tell him once and for all which projects are mine and which are his ? The office suddenly became quiet as everyone awaited Muthuswamy's reply. The abrupt confrontation made further procrastination impossible.

Read the above case carefully and answer the following questions. 5x4=20

- (a) In what way has the organising function contributed to this problem ?
- (b) Could it have been avoided through better organisation ? How ?
- (c) Evaluate Muthuswamy's performance as an organiser ?
- (d) How should Muthuswamy respond to the demand of Hariharan ?

4. Write short notes on the following : 5x4=20

- (a) Control of overall performance.
- (b) Break even point analysis.
- (c) Informal communication.
- (d) Crisis management.

5. Leadership is the driving force which get things done, comment. Compare and contrast transactional leadership and transformational leadership. 20
6. (a) Enumerate the principles of coordination. 10
(b) What is synergy effect ? Explain it with suitable example. 10
7. Define communication and evaluate its role in management. Give examples and comment upon the components involved in the process of communication. 20
8. What is organisational change ? Discuss the main steps in the process of managing organisational change effectively. 20
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