

00358

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

**Term-End Examination**

**June, 2011**

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

*Time : 3 hours*

*Maximum Marks : 100*

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**Note : Attempt any five questions.**

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1. Explain the "Systems Approach" to the study of management. What are the benefits and major limitations of this approach ? **20**
  
2. Describe the features of Management by Objectives. Discuss its process, advantages and limitations. **20**
  
3. Discuss the nature and process of managerial control. State the characteristics of an effective control system. **12,8**
  
4. What are the different approaches to leadership ? **10,10**  
Discuss the 4 systems approach developed by likert.

5. Why is an organisation structure necessary ? 5,15  
Explain the logical steps in forming an organisation.
6. "The fundamental functions of management are universal and applicable to all situations". Elaborate. 20
7. State the different steps involved in the communication process. Describe the various barriers to effective communication in an organisation. 20
8. Write explanatory notes on the following: 20
- (a) Group dynamics
  - (b) Responsibility versus Accountability
  - (c) Delegation versus Decentralisation
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