

M.A. DEGREE EXAMINATION, APRIL 2019
I Year I Semester
Managerial Concepts

Time : 3 Hours

Max.marks :75

Section A (10 × 2 = 20) Marks

Answer any **TEN** questions

1. Define Management.
2. Write a brief note on the principles of scientific management.
3. State one difference between authority and responsibility.
4. What is an organisational manual?
5. Explain span of control
6. What is coordination?
7. Explain the concept of control.
8. What is management by exception?
9. Explain the concept of EOQ.
10. What is staffing?
11. State the need for ethics in business.
12. What is quality control?

Section B (5 × 5 = 25) Marks

Answer any **FIVE** questions

13. Explain the process of management.
14. Enumerate the techniques and factors involved in planning.
15. What is the need for organisation? State the factors to be considered for the establishment of organisation.
16. Explain the factors affecting staffing.
17. Explain the process of control at middle level of management.
18. Explain the centralization and decentralization of authority with their merits and demerits.
19. Write briefly on any two control techniques.

Section C ($3 \times 10 = 30$) Marks**PART - A - Case Study - Compulsory Question**

20. Compulsory question-(case study) ($1 \times 10 = 10$)

Mr.Chettiar has been the head of the design department of an engineering company for the last 10 years. He has been a very hardworking man and has got quick promotions. On several occasions he voluntarily came to his office on Sundays to rework the drawings of his subordinates to meet specified deadlines.

Last year Chettiar was promoted as the plant manager. The operating efficiency of the plant during his tenure as plant manager has been excellent. But the chief engineer of the plant has resigned. He told Chettiar that his reason for resigning was that he had been offered a similar position in another company at a considerably higher pay. But he told the deputy engineer that he is resigning because Chettiar was planning the work of his department and was checking the work of his subordinates directly.

Mr.Nayanar, the present production manager, is slated to become the general manager .He is staunch supporter of Chettiar and points to the outstanding record of Chettiar. Nayanar realizes that Chettiar is not a good delegator but he believes that he can teach him how to delegate and is grooming Chettiar as his successor.

Questions:

- a)What are the underlying causes of Chettiars to delegate ?(5 marks)
- b) Do you agree with Nayanar that Chettiar can be taught how to delegate? (5 marks)

PART - B

Answer any **TWO** questions

21. Explain the evolution of management science.
22. Define Line and Staff and discuss the line and staff authority relationship.
23. Explain a) Management by objectives b) Decision making theory of management.
24. Explain the types and techniques of coordination.

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Section B (5 × 5 = 25) Marks

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Section C ($3 \times 10 = 30$) Marks**PART - A - Case Study - Compulsory Question**

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