

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

**Time : 3 Hours**

**Max.marks :75**

**Section A** ( $10 \times 2 = 20$ ) Marks

Answer any **TEN** questions

1. Define Management.
2. Explain span of control.
3. What is coordination?
4. Define control.
5. What is staffing?
6. State the need for ethics in business.
7. what is quality control?
8. Write a brief note on the principles of scientific management.
9. What is MBO?
10. Define Co-ordination.
11. Give the meaning of financial control?
12. What is Business Ethics?

**Section B** ( $5 \times 5 = 25$ ) Marks

Answer any **FIVE** questions

13. Explain the objectives of planning.
14. Explain the process of management.
15. Explain the factors affecting staffing.
16. Explain the centralization and decentralization.
17. What are the objectives of Coordination?
18. Write notes on: Budgetary control
19. Write notes on: Break even analysis

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

20. You are General Manager of a medium sized unit and manage a team of five workers. Mr. Murugan is hard working worker, working with you for the last ten years. He got married recently and his troubles began. He recently became an alcoholic due to family disturbances. His rate of absenteeism is also high. You have come to know that he is picking up petty fights with fellow workmen and even with the foreman. You even come to know that he is getting addicted to drugs.

Questions:

- a) Analyse the Situation.
- b) What action would you take to motivate Mr. Murugan and deduct him to bring to normalcy?

**PART - B**

Answer any **TWO** questions

21. Explain 14 principles of Henry Fayol.
22. Elaborate different steps involved in planning.
23. Explain the MBO objectives.
24. Define Line and Staff and discuss the line and staff authority relationship.

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