

Seat No.	
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**M.B.A. (Part-I) (Semester - I) (New) Examination, Dec. - 2013****PRINCIPLES AND PRACTICES OF MANAGEMENT****Sub. Code : 57104****Day and Date : Tuesday, 24 - 12 - 2013****Total Marks : 80****Time : 11.00 a.m. to 2.00 p.m.**

- Instructions :**
- 1) Question number One & Five are compulsory.
  - 2) Attempt any Two questions from questions 2,3 and 4.
  - 3) Digits to the right indicate Marks.

**Q1) Case Study:**

Ms. Shobha was a young officer in a Nationalized Bank in Aurangabad. Mr. Khanna, owner of a small textile plant consulted her for a loan to renovate his plant. Shobha gave him a loan of Rs. 1,50,000/- the bank's branch manager, was not aware about bright future in textiles. He was shocked at the loan transaction. He told Ms. Shobha to keep an eye on Khanna's progress until the money was paid back. Shobha told Khanna to submit the quarterly progress reports of his textile firm to the bank. The loan was repaid but Shobha became Khanna's business partner and resigned her bank job. Within 6 years Shobha set up another textile plant and after two decades their textile units became the second fastest growing textile company in the country. Shobha's management style was characterized by an emphasis on innovation and tight control. Shobha was a friendly and highly visible boss to her employees. She always worked around the plant and called many of the workers by their first names. She preferred to lead by an example rather than telling people how to do their jobs.

However, Shobha committed a big mistake of not grooming a successor. Therefore, there was vacuum at the top when she had a severe heart attack and advised to stay away from the stressful working life.

Questions:

- a) What were the qualities of Ms. Shobha as a manager? [5]
- b) Did she consider management to be as an art or science or both? [5]
- c) Do you think Shobha was a successful manager? [5]
- d) On which roles of a manager, Shobha laid maximum emphasis. [5]

**P.T.O.**

- Q2)** a) Elaborate the contribution of Henri Fayol to management thought. [10]  
b) Write a brief note on various approaches to the Management. [10]
- Q3)** a) Explain the various types of departmentation. [10]  
b) "The process of planning is one of the most important aspects of management" Discuss. [10]
- Q4)** a) Define the term Staffing. Explain human resource planning, recruitment and selection functions. [10]  
b) Briefly explain various techniques of control. [10]
- Q5)** Write short notes (any 4): [20]  
a) Managerial Skills.  
b) Six Sigma.  
c) TQM.  
d) Directing.  
e) Authority & Responsibility.  
f) F.W. Taylor.

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