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**Question Paper Code : 80330**

**M.B.A. DEGREE EXAMINATION, MAY/JUNE 2016**

**First Semester**

**BA 7101 – PRINCIPLES OF MANAGEMENT**

**(Regulations 2013)**

**Time : Three Hours**

**Maximum : 100 Marks**

**Answer ALL questions.**

**PART – A (10 × 2 = 20 Marks)**

1. Distinguish between management and administration.
2. What is systems approach to management ?
3. What is meant by policies ? Classify them.
4. Explain the Delphi technique.
5. Differentiate between line and staff authority.
6. What is meant by performance appraisal ?
7. State the components of communication process.
8. Define organisational culture.
9. What is budgetary control ?
10. Explain PERT.

**PART – B (5 × 16 = 80 Marks)**

11. (a) Explain the functions of management. Also explain about the three levels of management.

**OR**

- (b) Discuss in detail about the contributions of Hawthorne experiments towards the development of management thought.

12. (a) Why is planning regarded as the primary function of management ? Describe the steps involved in planning.

**OR**

- (b) Explain the overall decision making process. Describe the various decision making techniques.

13. (a) Explain briefly about various types of organisational structures. Differentiate between a formal and an informal organization.

**OR**

- (b) Delegation is the ability to get results through others. – Discuss. Explain the steps and guidelines while delegating authority.

14. (a) Explain the communication process. Describe the barriers of communication and explain the measures to overcome it.

**OR**

- (b) State the components of organisation culture. Describe the various types of organisation culture.

15. (a) Discuss the process of control. Explain the essentials of an effective control system.

**OR**

- (b) Describe the various control operations followed for managing productivity in an organisation.