

Seat No: _____

Enrollment No: _____

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
MBA Winter 2019 Examination

Semester: 1
Subject Code: 06200102
Subject Name: Principles of Management

Date: 28/11/2019
Time: 10:30am to 01:00pm
Total Marks: 60

Instructions

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as Directed.

- A). Multiple choice type questions/Fill in the blanks. (Each of 1 mark) (05)
1. Which is not one of Fayol's principles:
 - a) Authority and responsibility
 - b) Line of authority
 - c) Globalization
 - d) Unity of command
 - 2) _____ is the form of departmentalization that groups similar jobs and activities into departments
 - a) A product structure
 - b) A functional structure
 - c) A matrix structure
 - d) A divisional structure
 - 3 _____ concluded that managers perform 10 interrelated activities that relate to decision making, using information and interpersonal relationships.
 - a) Abraham Maslow
 - b) Mintzberg
 - c) Robert Owen
 - d) Henri Fayol
 - 4 A budget is an example of which of the following plan?
 - a) Strategic plan
 - b) Single use plan
 - c) Informal plan
 - d) Standing plan
 - 5 A written statement of the main duties and responsibilities which a particular job
 - a) Job analysis
 - b) Job specification
 - c) Job description
 - d) Job evaluation

- B). Define the following. (Each of 1 mark) (05)
1. Esprit De Corps
 2. Planning
 3. ZBB
 4. MBO
 5. Matrix organization structure

- C). Direct questions. (Each of 1 mark) (05)
1. What is feed forward controls?
 2. Which are various management skills that used by managers?
 3. What is red Ocean Strategy?
 4. Explain 360 degree performance appraisal Method.
 5. What are the types of budgets?

Q.2 Answer the following questions.

- A). Difference between formal and informal organization structure (07)
- B). For long term survival and growth, the organizations have to be socially responsible. Analyze the statement in Indian context. (08)

Q.3 Answer the following questions.

- A). “Skills are not inherent to people but are required and developed through education, training and experiment” – Explain. (07)
- B). What are the steps in the control process? What are the elements in each step? (08)

Q.4 Attempt any two questions. (Each of 7.5 mark)**(15)**

1. Explain Decentralization and Centralization. What are the factors influencing decentralization?
2. Write a detailed note on process of Managing by objectives?
3. Nutan Tiffin Box service was started in Mumbai by the Mumbai Dabbawalas. The Dabbawalas who are the soul of entire Mumbai aim to provide prompt and efficient services by providing tasty homemade Tiffin to all office goers at the right time and place. The service is uninterrupted even on the days of bad weather, political unrest and social disturbances. Recently, they have started online booking system through their website ‘mydabbawala.com’. Owing to their tremendous popularity amongst the happy and satisfied customers and members, the Dabbawalas were invited as guest lecturer by top business schools. The Dabbawalas operate in a group of 25-30 people alongwith a group leader. Each group teams up with other groups in order to deliver the tiffins on time. They are not transferred on frequent basis as they have to remember the addresses of their customers. They follow certain rules while doing trade—no alcohol during working hours; no leaves without permission; wearing white caps and carrying ID cards during business hours.

Recently, on the suggestion of a few self-motivated fellow men, the dabbawalas thought out and executed a plan of providing food left in tiffins by customers to slum children. They have instructed their customers to place red sticker if food is left in the tiffin, to be fed to poor children later.

1. State any one principle of management given by Fayol and one characteristic of management mentioned in the above case.
 2. Give any two values which the Dabbawalas want to communicate to society.
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4. Discuss the role of Budgeting as a Control Technique.