

Time Allowed : 3 Hours

MANAGEMENT - I

If the questions attempted are in excess of the prescribed number, only the questions attempted first up to the prescribed number shall be valued and the remaining ones ignored.

Full Marks : 200

Answers may be written either in English or in Bengali but all answers must be in one and the same language.

Group A

Answer any 3 questions

(40 x 3 = 120)

1. a) What are the types of manufacturing processes? Briefly narrate the difference between Mass Manufacturing and Batch Manufacturing.
b) Why is F.W. Taylor known as the Father of Scientific Management? How can we calculate the norms / standard time of an activity?
2. a) What are the types of organizations? What are the merits and demerits of different types of organizations?
b) Draw and explain the scalar chain of a medium size organization structure.
3. a) What are the roles of an effective manager?
b) How can a manager motivate his subordinates? Explain with reference to any two theories of motivation.
4. a) Why is Maslow's need theory not applicable to the present business scenario?
b) Diversity Management Process does not mean only giving opportunity to a diverse work force. Comment.
5. a) What is Kaizen? How is Kaizen applied in Business Process Reengineering?
b) Explain the concept of Value Analysis with the help of relevant examples.

Group B

Answer any 2 questions

(40 x 2 = 80)

6. a) What are the types of Groups existing in an organization? Explain the group behavioural pattern of each type of group.
b) Explain how attitudes and perception are affecting the behavior of individual members in an organization.
7. a) Statistical Quality Control (SQC) is a tool of TQM. How is the quality of variables and attributes controlled by the SQC process.
b) The JIT system does not mean a Zero Inventory control but a waste management system. Explain.
8. a) Discuss the entire HR process and steps for analyzing the need for training, right from manpower requirement to proper manpower utilization.
b) Discuss the difference between "job enlargement" and "job enrichment".
9. a) What are the major management processes to ensure the quality of a product? Quality compliance is ultimately a process of business development. Explain.
b) How will you measure a manager as an efficient conflict resolver? Explain through the process of psychometric analysis.