

2021

MANAGEMENT

PAPER-I

Time Allowed — 3 Hours

Full Marks — 200

*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.*

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

**Group-A**

Answer any three questions.

1. (a) Depict the phases of the evolution of Management Thought highlighting distinguished characteristic features of each phase.  
(b) Outline the functions of different levels of management in a large organisation. 30+10=40
2. (a) How can you make an effective plan for a modern organisation? Elaborate the steps with reasoning.  
(b) Explain and exemplify Policy and Strategy. 30+10=40
3. (a) How would you make decisions under certainty, risk and uncertainty? Discuss with suitable examples.  
(b) Describe the decision making guidelines for a group in an organisation. 30+10=40
4. (a) Draw Managerial Grid of leadership and elucidate it with appropriate examples.  
(b) What do you mean by span of control? Classify span of control. Discuss the factors responsible for the span of control of an organisation. 25+15=40
5. (a) Describe four important control techniques with examples.  
(b) Distinguish between maintenance and crisis management. 28+12=40

**Group-B**

Answer any two questions.

6. (a) 'Centralisation is something which goes to increase the authority of superior and decentralisation is something which goes to increase the authority of subordinates.' Elucidate with appropriate examples.

**Please Turn Over**

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- (b) How would you manage conflict in an organisation? Give an idea of management of charge. 20+10+10=40
7. (a) Make a critical review of contributions of Mary Parker Follett.
- (b) Explain the concept of line and staff relationship in an organisation. Make a diagrammatic presentation of line and staff relationship in a large organisation. 25+5+10=40
8. (a) How can you find synergy in organisational activities under Six Sigma?
- (b) How can management be more efficient and effective through the application of information technology? 20+20=40
9. Write notes on the following: 10×4=40
- (a) Power and Authority
  - (b) Perception and Attitudes
  - (c) Supply Chain Management
  - (d) Management of Innovation
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