

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) Discuss Max Weber's management principles and its relevance in specific organisations in contemporary times.
(b) State the managerial functions and the corresponding managerial roles as propounded by Mintzberg. 20+20=40
2. (a) Businesses may need to adapt their policies and strategies to changing times in order to stay competitive. Explain what changes may be needed to rethink their business objective in view of the experiences gained in Covid 19.
(b) Differentiate between
(i) standing plans and programmes,
(ii) tactical and operational strategies. 20+10+10=40
3. (a) List and deliberate on the steps in decision making process.
(b) Describe, in short, the different methods used in decision making under certainty, under uncertainty and under risk. 10+30=40
4. (a) Draw a hypothetical organisation chart with 4 hierarchical layers, 3 line managerial functional departments and one staff department.
(b) Explain the concepts of line and staff, delegation and decentralisation of authority using the diagram or otherwise. 20+20=40
5. (a) Control is the essence of planning. Discuss the statement.
(b) Distinguish between intrinsic and extrinsic motivation and its relevance for each managerial level.
(c) Explain how interrelations between power, authority and feedback have strong effect on managerial effectiveness. 10+20+10=40

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(2)

Group-B

Answer *any two* questions.

6. (a) Discuss the theory behind Kurt Lewin's model of change.
(b) According to Lewin, what is the process that should be followed to implement organisational change? 20+20=40
7. (a) Define Personality. Outline the factors influencing personality of an individual.
(b) Critically discuss the Big Five theory of personality. 15+25=40
8. (a) Differentiate between groups and teams.
(b) Explain the process of group formation, outlining the hindrances in it and how can they be overcome to form effective groups? 10+30=40
9. Write short notes on *any four*: 10×4=40
- (a) Reverse engineering
 - (b) Six Sigma
 - (c) Business Excellence models
 - (d) Enterprise resource planning
 - (e) Management information system

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