

WBCS MADE EASY

CSM(O)-MNG-I/22

2022

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 the same language.

Group-A

Answer any three questions.

1. (a) Discuss Fayol's Emphasis on the Universality of Management Practices.
(b) Briefly explain Interpersonal behaviour approach and Emperical or Case approach to Management Analysis. 20+(10+10)=40
2. (a) What are the commonly used Decision Making Process? State and illustrate 4-such processes.
(b) Delphi technique and Brain storming — are important ways of Decision Making— explain with examples. 20+20=40
3. (a) What basic principles are to be considered for 'Process of Delegation'?
(b) Draw an organisation structure of Decentralised Product based. 20+20=40
4. (a) Briefly discuss 'Conclusion of Hawthorne Investigation on working environments' — from management practices.
(b) McGregor's theory of 'X' and theory of 'Y'.— Discuss criticism of the theory. 20+20=40
5. (a) What are the quality characteristic of a products? How TQM is implented in an organisation?
(b) Explain the main pillars of Supply Chain Management. New trends to supply chain after Covid — what are the changes you observed? (10+10)+(10+10)=40

Group-B

Answer any two questions.

6. (a) How group behaviour differs from Individual? — Explain how a manager can tackle group to motivate for adopting a change in the organisation.
(b) What are the qualities you, as a manager, will consider for selecting a group leader? What are the probable effects of wrong selection of a group leader in the organisation? 20+20=40

28935

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Please Turn Over

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(2)

7. (a) What types of leadership styles might be useful in (i) Public Sector organisation (ii) Private Sector organisation? — Justify answer reference to theories and examples.
- (b) Fiedler's contingency model of leadership — explain by drawing a graph of group performance with leadership (leader member relation). 20+20=40
8. (a) What are the basic steps in Control Process? — Discuss importance and short commings of control.
- (b) What are the essential conditions for applying 'budgetary control'? 20+20=40
9. Explain *any two*: 20+20=40
- (a) Re-engineering Process
- (b) TQM vs. TPM
- (c) Ohio State Model of leadership
- (d) Delegation vs. Decentralisation
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