

2023

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.

Answer 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) "Scientific management aim's at replacement of traditional techniques by scientific techniques". In light of this statement, explain the principles of F.W.Taylor.
(b) "The behavioural scientists criticised the early management approaches for their insensitiveness to the human side of the organisation". Share your views on this explaining the Hawthorne experiments and the major outcomes of the study.
(c) Discuss the roles of a manager as evident in the 21st Century. 20+10+10
- 2.(a) Explain the different types of planning. Discuss the importance of planning.
(b) Explain the steps you will follow to implement MBO in an organization.
(c) Distinguish between 'Decentralisation' and 'Delegation'. (10+10)+10+10
- 3.(a) What do you understand by 'span of management'?
Explain three important factors that determines the span of management.
(b) Explain the 'Trait' and 'Behavioural' theories of leadership. (5+15)+10+10
- 4.(a) Explain the determinants of personality. **WBCS MADE EASY**
(b) "The process of perception starts with confrontation and ends with reaction".
Share your thoughts explaining the process of perception with an example.
(c) Explain the steps you will take to manage interpersonal conflict in an organization.
Make necessary assumptions. 10+10+20
- 5.(a) Explain the concept of 'supply chain management' with reference to any consumer durable company of your choice.
(b) Explain the concept of 'Enterprise Resource Planning' and discuss the benefits an organization can derive by implementing ERP. 20+10+10

P.T.O.

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Group-B

Answer any two questions

6. (a) Explain line, functional and line & staff organization with appropriate examples.
(b) Explain the steps in Rational Decision making process in an organization.
(c) Explain the stages in group development. Discuss the guidelines you will follow in case of group decision making. 10+10+ (10+10)
- 7.(a) As a manager of a reputed automobile company, explain how will you motivate your employees with the help of an appropriate theory of motivation. Make necessary assumption.
(b) Explain the control process. Discuss the traditional and modern techniques of control that you think will be relevant in today's dynamic business world. 20+20
- 8.(a) Define learning. Explain the different models of learning.
(b) What do you understand by 'planned change'? Discuss the reasons for which an individual resist to change in an organization and explain how will you manage change in an Organization. (5+10)+(5+10+10)
9. Write short notes on any two of the following-
(a) Six Sigma
(b) Attitude & Values
(c) Business Process Reengineering
(d) Contemporary school/Modern era of Management 20x2

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