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Total number of printed pages – 2

MBA  
MBA 101

First Semester (Back/Special) Examination – 2013

ORGANIZATION STRUCTURE AND MANAGEMENT

QUESTION CODE : D 489

Full Marks – 70

Time : 3 Hours

Answer Question No. 1 which is compulsory and any **five** from the rest.

The figures in the right-hand margin indicate marks.

1. Answer the following questions : 2×10
- (a) What is span of control ?
  - (b) What is planning premises ?
  - (c) State the importance of coordination.
  - (d) Differentiate between holding and subsidiary companies
  - (e) Explain the acceptance theory of authority
  - (f) Contrast between flat and tall structure.
  - (g) State the different levels of management.
  - (h) What is virtual organization ?
  - (i) What do you mean by delegation of authority ?
  - (j) What is feed forward control ?

2. Ajanta Co. is a service organisation. Ms. Gita Sen is the chief executive officer of the organisation. She shows keen interest in business. However, she wants to associate herself with each and every activity of the business. Her team members feel they are not given enough freedom to decide and work on any of the activities. Most of them could not face the customers due to lack of authority to decide on issues, particularly simple issues. Now, the organisation goes in wrong direction, as commented by the customers. 10

P.T.O.

- (a) Discuss the seriousness of the situation, and also enumerate the importance of delegation.
- (b) Suggest ways and means to improve the condition in the organisation.
3. "Management is the art of getting things done through and with people." Explain the roles and skills of a manager. 10
4. Discuss the contributions of Human Relations and Behavioural Science school of thoughts in the evolution of management. 10
5. State the importance of planning in modern business. What are the steps involved in a planning process. 10
6. Differentiate between formal and informal organisation. Do the informal organisations necessarily emerge out of formal organisation? Why do people join informal organisation. 10
7. Explain control function of management. What are the criteria for putting an effective control system in an organization? 10
8. Write short notes on : 5×2
- (a) Boundary less structure
- (b) MBO

