

D 115946

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Name.....

Reg. No.....

FIRST SEMESTER M.B.A. DEGREE EXAMINATION, JANUARY 2025

(CUCSS)

BUSIC02—MANAGEMENT THEORY AND CORPORATE SOCIAL RESPONSIBILITY

(2024 Scheme)

Time : Three Hours

Maximum : 60 Marks

Part A*Answer all questions, each carries 2 marks.*

1. What is effective delegation ?
2. What is span of control ?
3. What is planning ?
4. What is stress management ?
5. Define performance appraisal.

(5 × 2 = 10 marks)

Part B*Answer any four questions from this section.**Each question carries 4 marks.*

6. Define organizing and explain its importance for organizational success.
7. What is innovation and creativity in an organization ? Give examples
8. Explain the concept of workplace diversity and its implications for organizations.
9. Explain the concept of organizational culture and its impact on employee behavior
10. Discuss various control techniques adopted in the organization.
11. Discuss the management guru's in India and their contributions.

(4 × 4 = 16 marks)

Turn over

Part C

*Answer any **three** questions from this section.*

Each question carries 8 marks.

12. Discuss the various stages involved in the decision-making process.
13. Critically evaluate the concept of corporate social responsibility.
14. What are the challenges in implementing effective performance appraisal systems ?
15. Briefly explain the key factors that influence organizational structure.
16. Discuss the managerial challenges faced by the today's organizations.

(3 × 8 = 24 marks)

Part D (Compulsory Question)**17. CASE STUDY :**

For Several months employees of a large corporation have been very dissatisfied with the new division head. Before the arrival of the new division head, the department had functioned as a cohesive, effective unit, combining hard work with equal amount of leisure. The new division head has very strong idea about the types of environment his employees should have. As one supervisor puts it, it resembles a full scale military operation. No longer are occasional informal gatherings during office hours. The bottom line has become productivity first, with the employees' feelings being considered as an afterthought. Grass-root employees as well as supervisory personnel are very upset about the changes in structure, and their dissatisfaction is beginning to show up in their performances. Because of the decreased productivity levels, the supervisors have been informed that if they don't shape up their subordinates, "the axe will fall on several heads". The frustration and anger is now beginning to come to a full boil and the supervisors have decided to meet to discuss the situation.

- (a) Identify the leadership style of the division head from the angle of Managerial Grid.
- (b) From the view point of theory of X and Y, what assumption did the new head make about the way in which people work most effectively ?

(1 × 10 = 10 marks)