

FIRST SEMESTER M.B.A. DEGREE EXAMINATION, DECEMBER 2016

(CUCSS)

BUS IC 02—MANAGEMENT THEORY AND BUSINESS ETHICS

(2016 Admissions)

Time : Three Hours

Maximum : 36 Weightage

Part A

Answer all questions.

Each question carries 1 weightage.

1. Define ethical audit.
2. Explain matrix organization.
3. What is MBO ?
4. Explain ethical relativism.
5. Explain holistic approach for managers in decision making.
6. Describe the concept of purusharthas.

(6 × 1 = 6 weightage)

Part B

Answer any four questions.

Each question carries 3 weightage.

7. Distinguish between contingency approach and systems approach to management.
8. Explain various types of plans.
9. Discuss the elements of delegation.
10. Distinguish between a leader and a manager.
11. Describe line and staff functions.
12. Explain the secular and spiritual values in management.

(4 × 3 = 12 weightage)

Part C

Answer any three questions.

Each question carries 4 weightage.

13. Explain Henry Fayol's principles of management.
14. Critically evaluate Maslow's theory on motivation.
15. Explain the various types of leaders.

Turn over

16. How does whistle blowing affect functioning of a company? Detail the consequences to the company if the whistle blower's censures are true.
17. Define management of change. Discuss its objectives and methods. (3 × 4 = 12 weightage)

Part D

Compulsory question.

The question carries 6 weightage.

18. Having closely interviewed a large number of candidates, the directors of a company appointed Mr. Sasikumar to head its production department. Mr. Sasikumar had no managerial experience but he had scored first position in the university examination and impressed the interviewers with his sincerity of purpose and an ability and willingness to do hard work.

During the tenure of the former production manager, the department had become a byword for inefficiency and lethargy. However, Mr. Sasikumar was told nothing about this thought he was granted all authority to manage things as he thought fit. He was also assured that the management would back him in whatever he did and that his immediate task should be to ensure that the company's production plans for the next quarter are carried out as per schedule.

Soon Mr. Sasikumar started showing excellent results. Production picked up in volume and schedules were unfailingly honoured. Quality of production also improved and there was significant reduction in wastage of materials and labour absenteeism.

But apparently all was not well. Three senior foremen of the department resigned from their jobs with a request to be relieved immediately. Two operative workers, again, quite senior in their ranks and trusted by the management, requested transfer to other departments. Upon questioning by the personnel manager, they said Mr. Sasikumar was in a way obsessed with raising the quantity and quality of production. He paid no attention to the needs of workers whom he treated as mere tools to accomplish his objectives. It was alleged that many other senior and junior workers felt the same way but were reluctant to voice grievances.

Questions :

- 1 Do you think Mr. Sasikumar lacks in any managerial attributes ?
- 2 Do you notice any clash between individual and group objectives ?
- 3 As general manager of the company, what course of action would you suggest to set things right ?

(1 × 6 = 6 weightage)