

SVKM's NMIMS
NMIMS - GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION

Programme: DBM/PGDBM/DMM/PGDMM/DFM/PGDFM/DHRM/PGDHRM/DITM/PGDITM/
DSCM/PGDSCM/DBFM/PGDBFM/DFPWM/DSM/DRM/PGDRM

Examination: December 2015
Subject: Management Theory & Practice

Semester: I
Course : New
Marks : 70
Time: 11.00 a.m. to 2.00 p.m.

Date: 11.12.2015

Instructions:

1. Answer to each new question to be started on a fresh page.
2. Figures in bracket indicate full marks.

Q. 1) Attempt any 2 out of 4.

(Marks: 2X5=10)

- a) State the steps in Controlling
- b) Management is an art. Explain
- c) Discuss the Theory X and Theory Y
- d) Explain the Delphi technique for decision making

Q. 2) Write short notes on any 2 out of 5.

(Marks: 2X5=10)

- a) Leadership Vs Management
- b) Six Box model of organizational diagnosis
- c) Matrix organization
- d) Hawthorne experiments
- e) Extranet

Q. 3) Attempt any 3 out of 5.

(Marks: 3X10=30)

- a) Which factors help organizations to make best use of information as a value added resource?
- b) What is Decision Support System?
- c) Explain the classification of organizations based on type of power of authority used?
- d) Which principles does scientific management propagate?
- e) How does cultural change affect in the organization?

Q.4) Case Study (Attempt both the questions)

(Marks: 20)

Lucretia Pvt. Ltd. is a medium scale manufacturing firm, which makes automobile parts and motor gadgets. It's an Indian family managed business for 35 years headquartered in Baroda, Gujarat. One day, the General Manager of Lucretia Pvt. Ltd, which has approximately 375 employees, received a complaint against one particular worker named Mr. Dayal Bhanushali who worked in the production department. Nature of the complaint was that he was not only careless in his work, but often disobeyed his superior. He used to come to the factory late every day and did not like others noticing him. Union leaders have no courage to question Mr. Bhanushali or advise him. However, they comment about him during his absence. His 15 years of career showed good conduct, performance and behaviour. But, he began to behave carelessly only after the change of union leadership and a change in his immediate superior.

- a) What is the problem and how does it affect the organization?
- b) What action plan would you suggest to the General Manager?
