

Roll No.

Total No. of Pages : 03

Total No. of Questions : 10

**MBA / MBA (IB) (Sem.-1)**  
**FOUNDATIONS OF MANAGEMENT**

**Subject Code : MBA-101-18**

**M.Code : 75402**

**Date of Examination : 25-05-2023**

**Time : 3 Hrs.**

**Max. Marks : 60**

**INSTRUCTION TO CANDIDATES :**

1. **SECTION-A** contains **EIGHT** questions carrying **TWO** marks each and students has to attempt **ALL** questions.
2. **SECTION-B** consists of **FOUR** Subsections : Units-I, II, III & IV. Each Subsection contains **TWO** questions each carrying **EIGHT** marks each and student has to attempt any **ONE** question from each Subsection.
3. **SECTION-C** is **COMPULSORY** and consist of **ONE** Case Study carrying **TWELVE** marks.

**SECTION-A**

1. **Write a short note on the following :**

- a) Functions of management
- b) Contingency approach to management.
- c) McKinsey's 7-S approach
- d) Features of Business forecasting
- e) Differentiate between centralization and decentralization
- f) Explain the reasons of line and staff conflict
- g) What is authority? How is it different from power?
- h) Knowledge Management

## SECTION-B

### UNIT-I

2. Is Management an Art or Science? Comment on the statement and Explain different types of managerial roles and skills for effective management?
3. What are the salient features of systems approach to management? Critically analyse the contributions of systems theory and explain its applicability in the present business scenario.

### UNIT-II

4. Elaborate different types of long term and short term plans with their characteristics. Also discuss the essentials of a good plan.
5. What do you understand by decision making? Explain various steps of decision making with the help of suitable illustrations.

### UNIT-III

6. What is organizing? Discuss its features and importance. Also explain the process of organizing with examples.
7. What is departmentalization? Explain various bases of departmentalization with their pros and cons.

### UNIT-IV

8. What do you understand by controlling? Discuss various techniques of controlling? Which technique is more appropriate for controlling the performance of sales staff? Justify your answer.
9. What do you mean by Z-culture and Japanese style of Management? Critically analyse the similarities and dissimilarities of both styles of management.

## SECTION-C

### 10. Case study

Fort McMurray, Alberta-based Syncrude is "the largest non-governmental employer of Aboriginal people in Canada." The company, the largest producer of light sweet crude oil from oil sand, is strongly committed to working with the Aboriginal community. According to Syncrude's website, "Commitment to the Aboriginal people of our region is not only motivated by our responsibility as a good corporate citizen, but by our desire to be a good neighbour."

In order to make sure that members of the Aboriginal community are employable, Syncrude provides them with skill training before they are even considered for hiring.

This makes it possible for Aboriginal people to compete for jobs in the oil sands industry on an equal footing with non-Aboriginal people. Nora Flett, Syncrude's Aboriginal development program coordinator, explains that companies cannot just hire Aboriginal people directly without training, " because you don't just take someone from a small community, put them in a big corporation environment and expect that people will survive there, because that's quite a bit of a culture shock."

In addition to being sensitive to the employment needs of the Aboriginal community, Syncrude is committed to being a good neighbour in the community. The company gives preference to local suppliers to help the local population benefit economically from Syncrude's presence. Syncrude supports literacy programs, for schools. As well, employment counsellors offer advice about the company, helping Aboriginal families learn about the company and what is expected of its employees.

**Questions :**

- a) What benefits do you think Syncrude might derive from being a good neighbour in Fort McMurray?
- b) Should the company engage in practices that help the Aboriginal community, even if it means that the return to shareholders is not as large?
- c) How does social responsibility explain what Syncrude does?

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**