

LB. : (1) Attempt any five questions.

(2) All questions carry equal marks.

1. (a) Define Management. Explain any four important functions of management. 10  
(b) Comment on Elton Mayo's Hawthorne experiment. 10
2. (a) Define Planning. Explain the nature of planning. 10  
(b) Define Decision-making. Discuss the steps in decision-making process. 10
3. Explain the following concepts in not more than eight lines :- 20  
(a) Scalar Chain (c) Formal Organisation  
(b) Organisation Chart (d) Budgetary Control.
4. (a) What do you mean by Span of Control ? Discuss the factors affecting it. 10  
(b) Define delegation of authority. Explain why managers hesitate to delegate 10
5. (a) Explain Maslow's Need Hierarchy theory of motivation. 10  
(b) Discuss the various sources of recruitment. 10
6. (a) Define training. Write any four types of employee training. 10  
(b) What are the various methods of performance appraisal. 10
7. (a) What is Communication ? Discuss the steps in communication process. 10  
(b) Define Leadership. Explain any four leadership styles. 10
8. (a) "Coordination is the essence of management". Explain. 10  
(b) Explain the different types of controls. 10
9. (a) Define Organizations Development. Explain its importance. 10  
(b) What are the causes of turnover of Managerial Staff ? How can it be prevented ? 10

2. Read the following case study and answer the questions :-

Ashok Sharma is a bundle of energy, optimism and committed to excellence. This has all changed in the last year. Mr. Sharma has not been able to return his telephone calls, meet with customers on time or develop his strategic plan. He is totally overloaded with work. He has been working from 8.00 a.m. to 9.00 p.m. for the last nine months. He is totally fatigued and believes that his performance has suffered. Further he has become irritable at home picking up arguments on trivial matters.

Mr. Sharma has attended time management workshops and reads everything he can, about Time Management but nothing seems to improve. Budget cut-backs, increased competition, new government regulations and policies and the retirement of six key managers have all placed new responsibilities and burdens on Sharma. He is searching for a way to get himself back on track.

Questions :-

- (a) What problems are faced by Mr. Sharma ? 6
- (b) What is time management ? What is its importance ? 8
- (c) Did time management workshop improve Mr. Sharma's condition ? Justify. 6

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**Didier Musso**



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## **Table of Contents Mumbai University Tybcom Papers**

1. Understanding the eBook Mumbai University Tybcom Papers
  - The Rise of Digital Reading Mumbai University Tybcom Papers
  - Advantages of eBooks Over Traditional Books
2. Identifying Mumbai University Tybcom Papers
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Mumbai University Tybcom Papers
  - User-Friendly Interface
4. Exploring eBook Recommendations from Mumbai University Tybcom Papers
  - Personalized Recommendations
  - Mumbai University Tybcom Papers User Reviews and Ratings
  - Mumbai University Tybcom Papers and Bestseller Lists
5. Accessing Mumbai University Tybcom Papers Free and Paid eBooks
  - Mumbai University Tybcom Papers Public Domain eBooks
  - Mumbai University Tybcom Papers eBook Subscription Services
  - Mumbai University Tybcom Papers Budget-Friendly Options

6. Navigating Mumbai University Tybcom Papers eBook Formats
  - ePub, PDF, MOBI, and More
  - Mumbai University Tybcom Papers Compatibility with Devices
  - Mumbai University Tybcom Papers Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Mumbai University Tybcom Papers
  - Highlighting and Note-Taking Mumbai University Tybcom Papers
  - Interactive Elements Mumbai University Tybcom Papers
8. Staying Engaged with Mumbai University Tybcom Papers
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Mumbai University Tybcom Papers
9. Balancing eBooks and Physical Books Mumbai University Tybcom Papers
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Mumbai University Tybcom Papers
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Mumbai University Tybcom Papers
  - Setting Reading Goals Mumbai University Tybcom Papers
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Mumbai University Tybcom Papers
  - Fact-Checking eBook Content of Mumbai University Tybcom Papers
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
14. Embracing eBook Trends
  - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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