

**QP Code:0380**

**Reg. No.:.....**

**First Year MHA Degree Examinations, Feb 2012**

**PAPER I-GENERAL MANAGEMENT**

**Time: 3 Hours**

**Max Marks: 100**

- **Answer all the questions**
- **Draw diagrams wherever necessary**

**Essays:**

**(2x20=40)**

1. Explain briefly the important stages of historical evolution and development of Management process.
2. What are 'recruitment' and 'selection'. Describe the steps in selection process in detail.

**Short essays:**

**(2x10=20)**

3. What is MBO. Describe the effect of MBO on employee behavior.
4. 'Induction is the guided adjustment of employee to the organisation and his work environment.' Discuss.

**Short notes:**

**(8x5=40)**

5. Job satisfaction and morale.
6. Manpower planning.
7. Collective bargaining.
8. Name all of the Fayol's principles of management.
9. Control techniques.
10. Types of decision making and describe in detail about Delphi technique.
11. Barriers in effective planning.
12. Exit interview and its uses.

\*\*\*\*\*