

24/9/2011



DOON UNIVERSITY, DEHRADUN
Mid Semester Examination, First Semester, 2014
School of Management

Course: MMS-501, Management Theory & Practice

Time Allowed: 90 Minutes

Maximum Marks: 30

SECTION: A

Attempt all questions in brief.

(Marks: 1*10=10)

1. What are the various functions of management?
2. What are the three administrative skills used by managers?
3. What were the experiments conducted in Hawthorne Experiments of Human Relation Theory?
4. What are Siamese twins of management?
5. Who gave the concept of MBO?
6. Differentiate between leader and manager.
7. Define hierarchy.
8. What is scalar chain?
9. What is spirit de corps?
10. Define efficiency.

SECTION: B

Attempt all questions given at the end of this case.

(Marks: 2*5= 10)

James works as a clerk for Avco Environmental Services, a small toxic-waste disposal company

The company has a contract to dispose of medical waste from a local hospital. During the course of her work, James comes across documents that suggest that Avco has actually been disposing of some of this medical waste in a local municipal landfill. James is shocked. She knows this practice is illegal. And even though only a small portion of the medical waste that Avco handles is being disposed of this way, any amount at all seems a worrisome threat to public health

James gathers together the appropriate documents and takes them to her immediate superior, Dave Lamb. Dave says, "Look, I don't think that sort of thing is your concern, or mine. We're in charge of record-keeping not making decisions about where this stuff gets dumped. I suggest you drop it."

The next day, James decides to go one step further, and talk to Angela William, the company's Operations Manager. Angela is clearly irritated. Angela says, "This isn't your concern. Look, these are the sorts of cost-cutting moves that let a little company like ours compete with our giant competitors. Besides, everyone knows that the regulations in this area are overly cautious. There's no real danger to anyone from the tiny amount of medical waste that 'slips' into the municipal dump. I consider this matter closed."

James considers her situation. The message from her superiors was loud and clear. She strongly suspects that making further noises about this could jeopardise her job. But she was troubled with the disregard for public safety. On the other hand, she asks herself whether maybe Angela was right in

arguing that the danger was minimal. James looks up the phone number of an old friend who worked for the local newspaper.

Questions for Discussion:

1. What should James do?
2. Would it make a difference if James had a position of greater authority?

SECTION: C

Attempt **any one** question:

*(Marks: 10*1=10)*

1. Explain the theory of Scientific Management given by F.W.Taylor. Why was this theory criticised?
2. Why is planning known as primary function of management? Describe the steps involved in planning process.