

Answer **only three (03)** questions

Marks allocation: 60 Marks

01. Planning is the first and most important function of management. It is needed at every level of management. In the absence of planning, all the business activities of the business organization will become meaningless. The importance of planning has increased all the more in view of the increasing size of organizations and their complexities.

i) Outline the stages of planning process. (6 Marks)

ii) Differentiate Strategic plans and Tactical plans. (6 Marks)

iii) Briefly explain the importance of Planning as a managerial function (8 Marks)

(Total Marks-20)

02. Motivation is the bunch of "internal and external factors that stimulate desire and energy in people to be continually interested in and committed to a job, role, or subject and to exert persistent effort in attaining a goal". Further, it has been identified as one of the important parts of the managerial functions. A manager becomes unsuccessful if he fails to motivate his subordinates.

Discuss the importance of employee motivation with the relevant motivation theories.

(Total Marks-20)

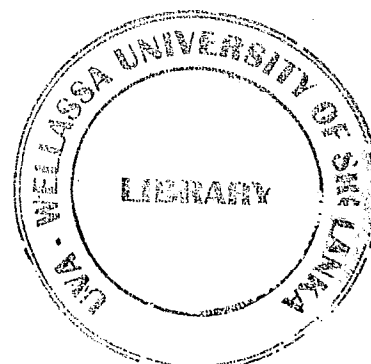
03. Suppose that you have an official management role or informally lead a work group or team, effective communication skills are essential to your success in the leadership position.

i) Outline the stages of communication process. (6 Marks)

ii) Discuss the importance of communication for a manager. (6 Marks)

iii) Describe various barriers to effective communication and how to overcome them to make communication more effective. (8 Marks)

(Total Marks-20)



04. There might be several reasons that a business may fail to achieve its intended objectives. It is here the controlling function of management becomes apparent while its importance is understood in terms of the results that are attained. Thus, controlling is an indispensable function of management.

i) Briefly explain the importance of control function in a business organization.

(6 Marks)

ii) Briefly explain the Feedforward, Concurrent, and Feedback Controls with suitable examples.

(6 Marks)

iii) Briefly explain the controlling techniques that can be used to control workplace violence.

(8 Marks)

(Total Marks-20)