**TU/ CODL**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (AUTUMN), 2017**

**DHR 101: MANAGEMENT FUNDAMENTALS**

Time: **3 Hours** Total Marks: **70**

*The figures in the right-hand margin indicate marks for the individual question.*

*------------------------------------------------------------------------------------*

1. Mentionthe key contributors corresponding to the following management theories. **1×4=4**
2. Modern Management
3. Scientific Management
4. Behavioural Theories
5. Managerial Skills/Roles
6. Based on the scenarios given below, suggest the relevant form of departmentation. **1×8=8**
7. Class division in schools
8. ITC having different product categories
9. Call Centre catering to AIRTEL and AIRCEL
10. A company running three shifts
11. Automobile company with sequential processes
12. A 24-hour medical store
13. Indian Railways
14. WALMART, Big Bazaar and other retail stores

*Contd…*

2. Write short notes on: (**any three**) **6×3=18**

a. Hawthorne Studies

b. Matrix Organisation

c. TOWS Matrix

d. MBO

4. Discuss the effect of demand and supply of manpower on staffing. **6**

5. With the help of suitable examples, explain Blake and Mouton’s Managerial Grid. **9**

6. Prepare a PERT flowchart for the activities related to construction of a house. **10**

7. Explain the planning steps associated in setting up of a new retail outlet. **5**

\*\*\*\*\*\*\*\*\*