

# Question Paper

Exam Date & Time: 12-Dec-2018 (10:00 AM - 01:00 PM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

THIRD SEMESTER MASTER OF SOCIAL WORK DEGREE EXAMINATION - DECEMBER 2018

SUBJECT: MSW 627.01 - MANAGEMENT CONCEPTS

(HRM & IR)

Wednesday, December 12, 2018 (10.00 - 13.00)

Answer all questions.

Marks: 50

Duration: 180 mins.

### SECTION - I

Answer should not exceed 400 words.

- 1A) Define and describe matrix organisation structure. (5)
- 1B) Distinguish between formal and informal organisation. (5)

### SECTION - II

Answer should not exceed 800 words.

- 2A) Explain in detail the steps involved in the planning process. (10)
- 2B) "Making a good decision is a difficult exercise. Managers should follow a specified set of steps for decision making" - Justify this statement. (10)
- 2C) Elaborate on the various techniques of overcoming resistance to change. (10)
- 2D) Discuss the various types of organisation charts. What are the strengths and limitations. (10)

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