

QP Code: 121380

Reg. No.:.....

**First Year MHA Degree Regular/Supplementary Examinations
September 2025**

Paper I – General Management

(2013 and 2016 Scheme)

Time: 3 Hours

Max Marks: 100

- *Answer all questions to the point neatly and legibly • Do not leave any blank pages between answers • Indicate the question number correctly for the answer in the margin space*
- *Answer all parts of a single question together • Leave sufficient space between answers*

Essays:

(2x20=40)

1. Define the term 'Legitimate Power'. Discuss the various types of 'Power' distributed within an organization. Differentiate between Power and authority.
2. Define 'Social security scheme'. Describe the various social security scheme/s made available to employees during the period of employment.

Short Essays:

(2x10=20)

3. What is Management by Objectives (MBO). Explain the steps with an illustration.
4. Define the term 'Decision Making'. Outline the methods of rational decision making.

Short Notes:

(8x5=40)

5. Steps in delegation.
6. Effective Coordination in organization.
7. Steps in grievance procedure.
8. Employee orientation.
9. Framing a job description for front office employees.
10. Fredrick Taylors contribution to management science.
11. Feed-forward Vs Feedback control.
12. SWOT analysis.
