

Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**

First Semester MBA Degree Regular and Supplementary Examination December 2022

**Course Code: 20MBA101****Course Name: Introduction to Business****Max. Marks: 60****Time: 3 Hours****PART A***Answer all questions. Each question carries 2 marks*

1. What are the major features of strategic decision?
2. What do you mean by MBO?
3. What is system approach to staffing?
4. Describe the pre-requisites for effective oral communication.
5. Explain the concept of Management by exception.

**PART B***Answer any three questions. Each question carries 10 marks*

6. What are the essential features of a good plan? How can planning be made effective?
7. How will you identify training need of an employee? What are the major area in which employees need training?
8. What are different barriers of communication? What steps can be taken to overcome these barriers?
9. What is role conflict? What are its causes? Discuss the measures to avoid and minimise role conflict.
10. "Budgets are an expression of the objectives of business and provide a means whereby business operations can be directed in relation to the objectives". Examine the validity of this statement and comment on the role of budgetary control in business.

**PART C***Compulsory question, the question carries 20 marks*

11. Read the case given below and answer the questions given at the end of the case.

**Vishal Components Limited**

Vishal Components Ltd. Manufactures a wide range of automotive components. It has a workforce of 1500 including 250 supervisors and executives. Performance appraisal of these supervisors and executives is conducted by their respective superiors

annually. The parameters used for performance appraisal are sense of responsibility, superior's dependability on subordinates, initiative, regularity and punctuality, community activity and potential for development to take higher positions. All these factors are given equal weightage. The performance appraisal has three objectives : to grant annual increment, to determine promotability and to assess training needs.

In the year 2011-12, some supervisors and executives were not given any increment because as per performance appraisal, their total scores were below standard. The overall low scores were due to community activity and potential for development which were given equal weightage along with other factors. On the stoppage of annual increment, the aggrieved supervisors and executives represented their case to the Managing Director of the company and contended that the entire performance appraisal system was faulty. They were very much against the inclusion of community activity and potential for development in the performance appraisal meant for giving pay raise. They argued that all aggrieved supervisors and executives should be given regular annual increments and time-bond promotions. The system would be more objective, fair and free from undue biases.

Questions:

- a. As Human Resource Manager, how will you defend the existing performance appraisal system of the company? Will you like to incorporate changes, if any? If yes, what would be these changes and why? (10 marks)
- b. Should there be separate appraisal criteria for appraising supervisors and executives? If yes, where are such differences needed? (10 marks)