

Institute of Health Management Research, Jaipur

PGDPM

(2013-2015)

Paper-Principles of management

Time-3 Hour

M.M-70

Q.1 List and explain the various functions of management in a pharmaceutical manufacturing firm. (15 M)

Q.2 Define Planning. Design the process of strategic planning process for finding a job in a pharmaceutical company. (10 M)

OR

Q.3 What is controlling. Discuss the steps of controlling. (10M)

Q.4 Define motivation and its types. Design the training and development program for the youngsters fluttering from one organization to the other for monetary benefits? (15 M)

Note –Read the case carefully and answer the following questions. Question number 5 is compulsory.

Q.5 Hariharan 53, had more departmental seniority than any other employee, including Muthuswamy, the departmental manager, in a major transport company. Hariharan was considered one of the most capable employees. He was extremely conscientious and worked very hard. As a result of his ability and seniority, he normally received the choice work assignments and was the highest paid employee in the department. Although there was no formal designation of various 'special' projects as belonging to Hariharan, he handled them as a matter of course. A problem developed when Muthuswamy employed Neelkanth, 23, a personable, intelligent and diligent employee. Neelkanth's two years' previous experience in closely related work made it possible for him to catch onto work routine much more rapidly than was customary for a new

employee. He was both hard working and aggressive, on several occasions; Muthuswamy became aware of tension developing between the two employees. However, he did not wish to intrude into personal conflicts, and when the work was being accomplished on schedule. One afternoon, the tension reached the boiling point when Harihaian decided his personal duties were being taken over far too extensively by the new employee. He practically pulled Neelkanth to the front of Muthuswamy's desk and demanded "will you please tell him once and for all which projects are mine and which are his? The office suddenly became quiet as everyone awaited Muthuswamy's reply. The abrupt confrontation made further procrastination impossible.

(a) In what way has the organizing, staffing, leading function contributed to this problem? (10M)

(b) Critically analyzed Muthuswamy role as a leader. Discuss the qualities of a good leader. (10M)

(c) Why are superiors generally reluctant to delegate? How should Muthuswamy respond to the demand of Hariharan? (10M)