



Q.1. Give short answers of the following: (6x5=30)

1. What are the four types of organizational resources?
2. Describe the kinds of managers found at different levels of the organization.
3. Explain, using systems theory, why a business organization is considered an open system.
4. What is the difference between 'programmed' and 'non-programmed' decisions? Give an example of each.
5. With reference to organization structure, what is the difference between mechanistic and organic organization?
6. What is 360-degree performance appraisal? Point out one benefit of this approach.

Q.2. Give brief answers of the followings. (3x10=30)

1. Briefly describe the ten managerial roles described by Henry Mintzberg. Give an example of each.
2. Describe the six steps in the strategic management process.
3. Identify barriers to effective interpersonal communication and briefly explain how to overcome them.