

NOU – SAMPLE SOLVED QUESTION PAPER (DEMO)

Programme: MBA

Course Code: MS-01

Course Title: Management Functions and Behaviour

Time: 3 Hours

Maximum Marks: 100

(Answers attempted here = representative sample)

SECTION A

Answer any three questions. (10 marks each)

Q1. Explain the functions of management.

Answer:

Introduction

Management refers to the process of planning, organising, staffing, directing and controlling organisational resources in order to achieve predetermined objectives efficiently and effectively. These functions are universal in nature and are applicable to all types of organisations.

Functions of Management

1. Planning

Planning involves setting organisational objectives and determining the best course of action to achieve them. It includes forecasting, decision-making and developing strategies. Planning provides direction and reduces uncertainty.

2. Organising

Organising refers to the arrangement of tasks, duties and responsibilities into a structured framework. It involves division of work, departmentalisation and delegation of authority to ensure coordinated efforts.

3. Staffing

Staffing is concerned with recruitment, selection, training and development of employees. It ensures that the organisation has the right number of people with appropriate skills at the right time.

4. Directing

Directing involves guiding, motivating, supervising and leading employees to achieve organisational goals. It includes leadership, communication and motivation functions.

5. Controlling

Controlling ensures that actual performance is compared with planned performance. Deviations, if any, are identified and corrective actions are taken to achieve objectives.

Conclusion

In conclusion, management functions are interrelated and continuous. Effective coordination of these functions ensures organisational efficiency and goal achievement.

SECTION B

Answer any four questions. (5 marks each)

Q2. Define motivation and explain its importance in organisations.

Answer:

Motivation is the internal and external force that stimulates individuals to act in a particular manner to achieve organisational and personal goals.

Importance of Motivation:

1. It increases employee productivity and efficiency.
2. It improves job satisfaction and morale.
3. It reduces employee turnover and absenteeism.
4. It helps in achieving organisational goals effectively.

Thus, motivation plays a crucial role in aligning individual goals with organisational objectives.

Q3. What is leadership? State its main characteristics.

Answer:

Leadership is the ability of an individual to influence and guide the behaviour of others towards the achievement of common goals.

Characteristics of Leadership:

1. Leadership is a group process.
 2. It involves influence and motivation.
 3. It requires effective communication.
 4. It is goal-oriented.
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SECTION C

Answer any five questions. (3 marks each)

Q4. State any three features of planning.

Answer:

1. Planning is future-oriented.
 2. It involves decision-making.
 3. It provides direction to organisational activities.
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Q5. What is delegation of authority?

Answer:

Delegation of authority is the process by which a manager assigns tasks and responsibility to subordinates along with the necessary authority to accomplish the work.

WHY THIS IS A HIGH-SCORING IGNOU ANSWER STYLE

- Clear **Introduction – Body – Conclusion**
 - Use of **headings and sub-headings**
 - Point-wise answers where required
 - Language aligned with **IGNOU study material**
 - Proper depth as per **marks allocation**
 - No unnecessary content or over-writing
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HOW YOU SHOULD USE THIS SAMPLE

- Treat it as a **model template**, not content to memorise
- Replace topics with your **course-specific syllabus units**
- Maintain the **same structure and word discipline** in exams