Civil Services (Main) Examination, 1996

MANAGEMENT

(Paper I)

Time Allowed : Three Hours **Maximum Marks : 300**

QUESTION PAPER SPECIFIC INSTRUCTIONS

(Please read each of the following instructions carefully before attempting questions)

There are EIGHT questions.
Candidate has to attempt any FIVE questions.
All questions carry equal marks.
Wherever any assumptions are made for answering a question, they must be clearly indicated.
Word limit in questions, wherever specified, should be adhered to.

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1. (a) Responsible business is a part of responsible society. Discuss.

(b) A successful chief executive claims that his door is always open and that he will always meet any staff member or employee who asks to see him. Discuss this attitude and some of its more important consequences, in the light of the statement. Leadership is situational.

2. (a) Why do employees offer resistance to change? How, can the resistance to change be minimized?

(b) Discuss Likert's System 1–4 approach to leadership. Which of these leadership styles is advocated by Likert and why?

3. (a) Decision-making involves choosing from among alternative solutions. Comment and explain the role of creativity in decision-making.

(b) How do superior-subordinate relations distort communication? What are the barriers that reduce effectiveness of communication?

4. Before the invention of Computers, the Business Houses were operating on the basis of Manual Reporting System (MRS), as their Management Information System (MIS). Today, we have Computerised Management Information System (CMIS). Comment and compare, the applicability and utility of these two systems in Indian Industrial Scene.

5. Briefly discuss the following

(a) Status of Monopolies and Restrictive Trade Practices Commission Act (MRTPA) and Foreign Exchange Regulation Act (FERA), under Current Economic Reforms of Government of India.

(b) Arguments for or against Privatisation of Public Enterprises in India.

6. New industrial Policy of Government of India could be regarded as current economic Constitution of India. How far do you agree with this view? Discuss giving special reference to Liberalisation, Privatisation and Globalisation (LPG) phenomena.

7. (a) Briefly discuss the significance and limitations of the study of Correlation analysis.

(b) Compute Karl Pearson's coefficient of correlations between per capita National income and per capita Consumer Expenditure from the data given below:

Year	Per Capita National Income (Rs.)	Per Capita Consumer Expenditure (Rs.)
1968	249	237
1969	251	238
1970	248	236
1971	252	240
1972	258	245
1973	269	255

English version compiled from published transcriptions and cross-checked across sources; not a facsimile of the official UPSC question paper.

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1974	271	254
1975	272	252
1976	280	258
1977	275	251

8. **(a)** Describe some of the Important Research Design used in Experimental Hypothesis-testing research study.

(b) Why do managers take decisions? Explain decision making under conditions of uncertainty and risk.

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