Civil Services (Main) Examination, 2002

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 divided in two Sections.
Candidate has to attempt FIVE questions in all.
Question Nos. 1 and 5 are compulsory and out of the remaining, any THREE are to be attempted choosing at least ONE question from each Section.
The number of marks carried by a question/part is indicated against it.
Wherever any assumptions are made for answering a question, they must be clearly indicated.
Word limit in questions, wherever specified, should be adhered to.

SECTION 'A'

1. Write short notes on any three of the following in not more than 200 words each supplementing with examples from real life situations/applications: **20×3=60**

- **(a)** Halls stages of personality development
- **(b)** Morale and Productivity
- **(c)** Human Development Index
- **(d)** Time Series Analysis

2. Illustrate the importance of objectives, vision and mission in the operations of any corporation. **60**

3. Critically analyze the statement that the various psychological processes can be thought of as pieces of a jigsaw puzzle, and the personality as the completed puzzle picture. What are major attributes of a successful and efficient administrator? **60**

4. How does the PERT technique help a business manager in decision making? What is critical path analysis? Describe with illustration its utility in project planning and control. **60**

SECTION 'B'

5. Write short notes on any three of the following in about 200 words each: **20×3=60**

- **(a)** Impact of this year's annual budget on Business
- **(b)** Cost plus Pricing Method and its utility
- **(c)** Management control in Service Organisation
- **(d)** Responsibility Centres for Management control

6. Discuss the concepts of privatisation and PSU disinvestments and evaluate the impact of disinvestment on corporate world. **60**

7. Illustrate the utility and limitations of Activity-based costing in comparison with Traditional costing. **60**

8. Discuss any two of the Management control methods like JIT (Just in Time), TQM (Total Quality Management), CIM (Computer Integrated Manufacturing) and CAD (Computer Aided Design), and their implications for Management control. **60**

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

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