

# BUSINESS ADMINISTRATION (OPTIONAL) PAPER -I

**TIME ALLOWED: THREE HOURS**

**MAXIMUM MARKS: 100**

**NOTE:** Attempt any FIVE questions. Attempt in English Language only.

- Q.1 What do you understand by the term "Scientific Management" and what impact did it have on management thinking and practice? Why is Frederick Taylor referred to as the "father of scientific management"? 20
- Q.2 How does planning help in Management? Discuss any three types of planning tools or techniques that a large organization (such as Pakistan Railways/PSO/Coca Cola or any other) would ordinarily prepare and discuss the goals and benefits it would have from such a plan. 20
- Q.3 Evaluate the usefulness of technology as a management tool. Select any five technology tools (such as e-mails, blogs etc.) and discuss their positive and negative impact on managing an organization. 20
- Q.4 (a) What are the challenges that an organization with Weber's bureaucratic structure would face in a fast changing environment (e.g. PTCL)? Discuss with examples. 20  
(b) How bureaucratic is the Boundaryless Organization? What do you understand by Functional Structure and by Matrix Structure?
- Q.5 How important is it to have a methodical selection of employees. List some of the methods organization use to select employees and the challenges that these methods present. As the recruitment manager for an urban transport company in Lahore, which methods will you use? 20
- Q.6 What do you understand by hierarchy of needs and who propagated it first? What kind of a reward system would you design for people at various levels of need? Discuss with two to three examples. 20
- Q.7 How does control help an organization achieve its objectives? How does the control function fit in with other functions of management and how could an organization use to achieve better performance? 20