

MA - I Semester : paper - iv

Title - Techniques of Management

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Note - The answer scripts of the students must have the following points (at least).

Section - A

1.

- | | |
|------------------------------------|--|
| i) b - F.W. Taylor. | vi) a - Paul Appleby Report. |
| ii) c - Louis A. Allen. | vii) d - 1985 |
| iii) b - Management by objectives. | viii) d - Both (a) and (c) |
| iv) d - All | ix) c - 2010 |
| v) d - 1883 | x) b - e-governance - The SMART way for good governance. |

Section - B

2. Decision Making process.

- Introduction
- Explain different stages of decision making process
- Decision Making cycle.
- Conclusion.

3. Critical note on Cost Benefit Analysis.

- Introduction
- The Rivers and Harbors Act, 1902 of US.
- Application

① - Critique of Cost-Benefit Analysis. ②

- Conclusion.

4. Simon's classification of decisions

- Introduction of decision making process.

- Simon's classification -

1) Programmed Decisions. - Routine

2) Non-Programmed Decisions. - Strategic.

- Simon's Decision Making Model.

- Satisfying Model

- Bounded Rationality and its causes

5. Decision Making styles.

- Introduction

- Significance of Decision Making Styles

- Decision Making styles -

1) Autocratic

2) Laissez faire

3) Participative / Democratic

4) Group Decision Making -

a) Delphi Technique.

b) Nominal Group Technique.

c) Mapping Approach.

6.

(i) National Knowledge Commission (NKC)

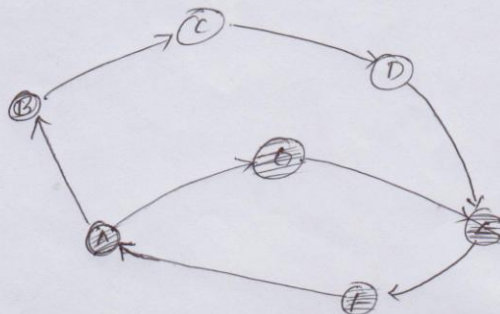
- Est. in the year of 2000
- The Govt has established the NKC as part of Knowledge Management.
- The NKC along with National Informatics Centre is working in the field of Knowledge Management.

(ii) Delphi Technique.

- Developed by N. C. Dalkey.
- The aim is to "reduce the influence in the decision analysis".
- Group of "anonymous experts" are part of this.

(iii) CPT - Critical Path Technique.

- Also known as Critical Path Method (CPM)
- Developed by Dupont Corporation.
- It gives importance to "Time". i.e. Completing the given project with in "short span of time" by adopting "Critical path".



The shaded

7. O and M.

- Introduction
- Paul H. Applyby Report (1953)
- Functions of O and M.
 - 1) Development and Research.
 - 2) Training
 - 3) Coordination.
 - 4) Publications
 - 5) Investigation
 - 6) Survey.
 - 7) Inspection.
 - 8) Form Control
 - 9) Filing System

Techniques of O & M

8.

- Introduction
- (A) Management Information Systems (MIS)
- (B) Strategic planning.
- Linking A, B with that of planning and Control.
- Conclusion.