

Roll No. ....

MBAH-11/MBA-10

(Master of Business Administration)

***Fifth Semester,  
Examination-2014***

***CP-3004***

**Management Control System**

**Time : 3 Hours**

**Maximum Marks : 60**

**Note :** The question paper is divided into three sections A, B and C. Give the answer according to the directions given in each section.

**Section-A**

**(Long Answer Type Questions)**

**Note:** Answer any two questions. Each question carries 15 Marks. (2×15=30)

1. What should be the objectives of Management Control System in an organization ? Discuss some of the indicators of performance in a Bank.

2. What is the relationship of zero-base budgeting with MBO ? What role does each play in the three -cycle model of planning and control ? Can both techniques be used simultaneously ?
3. What do you understand by the term responsibility center ? Highlight the features of a responsibility center. Explain the different types of responsibility centers.
4. What are the various success factors in project control system ? List a few problems that could arise in project control.

### **Section-B**

#### **(Short Answer Type Questions)**

**Note :** Answer any four questions. Each question carries 5 Marks.

(4 × 5 = 20)

**Briefly discuss any four (04) of the following ;**

1. Elements of effective control system.
2. Strategic Control.
3. Managed and Engineered Costs.
4. Enterprise Resource Planning.
5. Performance Monitoring Technique (PERMIT).
6. Adaptive control system.

7. Different phases of management control systems.
8. Transfer Pricing.

### **Section-C**

#### **Objective Type Questions (Compulsory)**

**Note :** Answer all questions. Each question carries 1 Mark.

(10 × 1 = 10)

**Write True/False against the following :**

1. Business Units and profit centres are synonymous.
2. The management control system should be designed and operated with the principles of goal congruence in mind.
3. Scheduling and monitoring depend on each other for effectiveness.
4. Key variables can be expressed in either general or specific objectives.

**Fill in the blank :**

5. .... attempts to express organizational variable in monetary terms.
6. .... is originated by Du Pont Corporation and is used for financial planning and control of decentralized units.

**Choose the correct alternative :**

7. Which of the following control assures that a process continually reflects the actual actions under which it is operating and not the presumed conditions for which it was originally planned :
  - (a) Feed Forward Control
  - (b) Feedback Control
  - (c) Strategic gap control
  - (d) None of these
8. Which of the following attempts to overcome the limitations of the incremental approach ?
  - (a) Management by objectives
  - (b) Zero-base Budgeting
  - (c) Planning Gap
  - (d) None of these
9. Name the matrix which states that for all result areas it is necessary to qualify degree of responsibilities into achieving, actively assisting and approving.
10. Name the technique which is built upon the techniques like work study, MBO, MIS and WBS and the other scheduling techniques.