

PUNJAB PUBLIC SERVICE COMMISSION
COMBINED COMPETITIVE EXAMINATION FOR
RECRUITMENT TO THE POSTS OF
PROVINCIAL MANAGEMENT SERVICE -2019

SUBJECT: BUSINESS ADMINISTRATION (PAPER-I)

TIME ALLOWED: THREE HOURS

MAXIMUM MARKS: 100

NOTE: Attempt FIVE Questions in All. Attempt in Urdu or English.

Q. No. 1: Discuss the change in the role of a manager due to globalization and advancement in technology in the light of following issues:-

- (a) Importance of customers
- (b) Importance of social media
- (c) Importance of innovation
- (d) Importance of sustainability

(4X5=20 Marks)

Q. No. 2: Discuss the development of behavioral approach in the study of management. Also briefly discuss how managers today are making use of this knowledge.

(20 Marks)

Q. No. 3: Why planning is important? Differentiate between different types of goals and plans. Also discuss current issues in planning.

(20 Marks)

Q. No. 4: Explain the importance of the human resource management process and the external influences that might affect that process.

(20 Marks)

Q. No. 5: Discuss the contributions made by the following in the management domain:

- a. Fredrick Winslow Taylor
- b. Max Weber
- c. Henri Fayol
- d. Elton Mayo
- e. Douglas McGregor

(5X4=20 Marks)

Q. No. 6: a) Why Training Need Analysis (TNA) is important for Human Resource Development of any organization?

b) Discuss different types of training in an organization.

(10 + 10=20 Marks)

Q. No. 7: Differentiate between the following terms:

- a. Organic and Inorganic Organization
- b. Horizontal and Vertical Structured Organization
- c. Mission Culture and Clan Culture
- d. Power and Authority

(4X5=20 Marks)

P.T.O

Q. No. 8: Discuss the following Decision Making Models:

- a. Carnegie Model
- b. Incremental Decision Model
- c. Bounded Rationality Model
- d. Rational Decision Making

(4X5=20 Marks)