



PUNJAB PUBLIC SERVICE COMMISSION

**COMBINED COMPETITIVE EXAMINATION
FOR RECRUITMENT TO THE POSTS OF
PROVINCIAL MANAGEMENT SERVICE -2020**

SUBJECT: BUSINESS ADMINISTRATION (PAPER-I)

TIME ALLOWED: THREE HOURS

MAXIMUM MARKS: 100

NOTE:

- All the parts (if any) of each Question must be attempted at one place instead of at different places.
- Write Q. No. in the Answer Book in accordance with Q. No. in the Q. Paper.
- No Page/Space be left blank between the answers. All the blank pages of Answer Book must be crossed.
- Extra attempt of any question or any part of the question will not be considered.

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

- Q. No. 1:** Explain the following trends that have changed the managerial perspective:
(4X5=20 Marks)
- Technological Advancements
 - Increased Cross-cultural Diversity
 - Corporate Sustainability
 - Customer Awareness
- Q. No. 2:** Explain the Strategic Management Process of the business organizations. What is the importance of SWOT analysis in this process?
(10+10=20 Marks)
- Q. No. 3:** Explain the following basic Principles of Management presented by Henry Fayol in today's business environment:
(4X5=20 Marks)
- Equity
 - Centralization
 - Balancing Authority and Responsibility
 - Initiative
- Q. No. 4:** What is the importance of Performance Management System in an organization? Discuss at least three methods of employee appraisals.
(10+10=20 Marks)
- Q. No. 5:** Explain Kurt Lewin's theory of Organizational Change by describing the different stages of the change process.
(20 Marks)
- Q. No. 6:** What is the difference between Recruitment and Selection? Discuss how does negligent hiring influence the organizational working and how can managers avoid it?
(5+15=20 Marks)
- Q. No. 7:** Explain the following cultural dimensions of an organization:
(4X5=20 Marks)
- Aggressiveness
 - Ethics
 - Team work
 - People Orientation
- Q. No. 8:** Explain the different forms of leadership powers with examples.
(20 Marks)