



PUNJAB PUBLIC SERVICE COMMISSION
COMBINED COMPETITIVE EXAMINATION
FOR RECRUITMENT TO THE POSTS OF
PROVINCIAL MANAGEMENT SERVICE, ETC -2021
CASE NO. 3C2022

SUBJECT: BUSINESS ADMINISTRATION (PAPER-I)

TIME ALLOWED: THREE HOURS

MAXIMUM MARKS: 100

NOTE:

- i. All the parts (if any) of each Question must be attempted at one place instead of at different places.
- ii. Write Q. No. in the Answer Book in accordance with Q. No. in the Q. Paper.
- iii. No Page/Space be left blank between the answers. All the blank pages of Answer Book must be crossed.
- iv. 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 factors that have posed diverse challenges for the managers:
(4X5=20 Marks)
- a. Globalization
 - b. Technology
 - c. Energy Crisis
 - d. Social Media
- Q. No. 2:** What are the Big Five Personality traits and how do they affect work behaviors? **(20 Marks)**
- Q. No. 3:** Explain any TWO of these classical motivational theories: **(10+10=20 Marks)**
- a. Maslow's Hierarchy of Needs
 - b. Herzberg's Two Factor Theory
 - c. Three Needs Theory
- Q. No. 4:** Briefly explain following tools of measuring organizational performance:
- a) Feed Forward Control
 - b) Concurrent Control
 - c) Feedback Control
 - d) Balance Score card
- (4X5=20 Marks)**
- Q. No. 5:** The world of managerial communication is not what it used to be! Managers are challenged to keep their organizations functioning smoothly while continually improving work operations. Explain the role of Information Technology in improving managers' ability to monitor and control organizational performance. **(20 Marks)**
- Q. No. 6:** Structural issues might arise in managing employees' flexible work arrangements. What do you know about the relationship of organizational design with such arrangements? How might that information help a manager address those structural issues? **(20 Marks)**
- Q. No. 7:** What is a strong culture? How can organizations create an ethical culture and why is it important? **(5+15=20 Marks)**