PUNJAB PUBLIC SERVICE COMMISSION

COMBINED COMPETITIVE EXAMINATION 2017
FOR RECRUITMENT TO THE POSTS OF
PROVINCIAL MANAGEMENT SERVICE, ETC.

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: Define and differentiate between a mission statement and a vision statement with the help of examples. How are values important to the content of mission and vision statements. Why these two are important for organizational goals and objectives?

(20 Marks)

Q No. 2: Differentiate between the following terms:

a)   Group and Team.
b)   Clan Culture and Bureaucratic Culture.
c)   Transactional Leader and Transformational Leader.
d)   Job Enrichment and Job Enlargement.

(20 Marks)

Q No. 3: Describe the traits which are associated with leadership. Also discuss the four leadership styles identified by the Path-Goal Theory of Leadership.

(20 Marks)

Q No. 4: Differentiate between programmed and non-programmed decisions. Discuss the Rational Decision-Making Model in detail.

(20 Marks)

Q No. 5: Discuss any four of the following theories of motivation:

a) Maslow's hierarchy of needs.   b) ERG theory.
c) Herzberg's dual factor theory.   d) McClelland's acquired needs theory.
e) Equity theory.   f) Expectancy theory.   g) Reinforcement theory.

(20 Marks)

Q No. 6: In 21 century, Information Technology (IT) has affected the operations of organizations irrespective of size and nature. In your opinion, how IT facilitates organization in its overall operations? Mention at least four facilitations.

(20 Marks)

Q No. 7: Write a comprehensive note on the following diagram with reference to planning and decision making for solving a problem or advancing a strategic growth.

(20 Marks)

Q No. 8: Let's suppose that you are working as a Director Human Resource in a leading company operating in Pakistan and hiring a Manager in the procurement department. What qualities will you assess for a suitable candidate as a Manager in leading position? Mention at least five qualities.   **(20 marks)**