

Time : 2.5 Hrs.

Marks : 75

Note :- 1) All the questions are compulsory subject to internal choice.

2) Figures to right indicate full marks.

Q1(A) State whether the following statements are True or False. (Any 7) (07)

- 1 Forces that energize, direct, and sustain a person's efforts refers to motivation.
- 2 To be effective, an organization must have clearly defined sets of goals and objectives.
- 3 First-line supervisors are responsible for directing the day-to-day activities of operative employees.
- 4 The four processes of management consist of controlling, leading, planning and outsourcing
- 5 Organizations that are more efficient are effective
- 6 Mintzberg found that managers carefully processed information before deciding what actions to take.
- 7 Middle managers spend more time on leading than on any of the other management function.
- 8 A major advantage of the Delphi technique over other group decision-making techniques is that bias effects of group interactions are eliminated.
- 9 The effective leader of the future must recognize that societal trends encourage the shift towards greater participation of non-managerial employees in decision-making.
10. Management theories and principles apply only to large corporations, not small businesses.

Q1(B) Fill in the blanks choosing the correct alternatives. (Any 8) (08)

1 Which level of management is not involved in quality based management?

- a. upper management.
- b. middle management.
- c. first line management.
- d. none (all are involved).

2 One of the following is not associated with social responsibility?

- a. social commitment
- b. social concern
- c. social programme
- d. social structure

3 Directing is the primary responsibility of:

- a. top management.
- b. first line supervisors.
- c. middle management.
- d. board of directors.

4 staff authority works as

- a. chain of command
- b. channel of communication
- c. career responsibility
- d. advice on certain matters

5 The first step in management by objectives is:

- a. objectives are set for each department.
- b. objectives are matched with results.
- c. employees are rewarded for achieving goals.
- d. managers set goals for their departments.

6 The General Manager's meeting was most likely a result of the following management function:

- a. Organizing
- b. Planning
- c. Decision-Making
- d. Controlling

7 \_\_\_\_ plans have clearly defined objectives.

- a. Directional
- b. Flexible
- c. Specific
- d. Standing

8 Time and motion studies are:

- a. studies of the tasks performed to complete a job and the time needed to do each task.
- b. studies of the work process in order to find the most efficient way of doing things and then teaching people these techniques.
- c. studies of motivation.
- d. none of the above

9. Coordinating people and human resources to accomplish organizational goals is the process of:

- a. planning.
- b. directing.
- c. management.
- d. leadership.

10 In the twenty-first century the four functions of management are:

- a. monitoring, organizing, suggesting, and accommodating employees.
- b. planning, organizing, controlling, and leading employees.
- c. planning, organizing, suggesting, and accommodating employees.
- d. monitoring, suggesting, journaling, and accommodating employees

- Q 2 (A) Discuss the role of Peter Drucker in the development of Management concept (08)  
(B) What are the levels of management? Briefly discuss the levels of management (07)  
OR  
(C) Explain Managerial Grid (08)  
(D) Briefly point out the striking features of the contingency approach (07)

- Q 3 (A) Define Planning. Discuss the steps in managerial planning. (08)  
(B) 'Decision-making is the primary task of manager' Comment. (07)  
OR  
(C) Explain Functional Organisation and its advantages. (08)  
(D) Explain Departmentation and its importance in the organization. (07)

- Q 4 (A) Distinguish between Centralization and decentralisation (08)  
(B) State the factors determining Span of Control (07)  
OR  
(C) What is delegation? Explain the difficulties for promoting delegation in an organisation (08)  
(D) Discuss the principles of Direction (07)

- Q 5 (A) What is leadership? State its necessity in an organization. (08)  
(B) Define Green management. Enumerate its need and importance in an Organisation. (07)

OR

- Attempt any three (15)  
1 Matrix Organisation  
2 Management Audit  
3 Techniques of effective Co-ordination  
4 Management by Objectives  
5 Importance of controlling