

Duration: 3 Hrs

Note: 1. All questions are compulsory.

2. Figures to the right indicate full marks.

QIA Choose the appropriate option and fill in the blanks: (Any 10)

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1. _____ is known as the father of Scientific Management.
 - a. Henri Fayol
 - b. F.W. Taylor
 - c. Peter Drucker
 - d. Elton Mayo
2. _____ has defined management as an art of getting things done through people.
 - a. Mary Parker Follet
 - b. Mary Williams
 - c. Philip Kotler
 - d. Elton Mayo
3. Management is a _____ activity.
 - a. One time
 - b. Continuous
 - c. unwanted
 - d. Rigid
4. Management by Objective (MBO) was propounded by _____.
 - a. Henry Fayol
 - b. Peter Drucker
 - c. Anthony Gonsalves
 - d. Willam Federick
5. _____ decides in advance the future course of action.
 - a. Planning
 - b. Organising
 - c. Staffing
 - d. Controlling
6. _____ organisation is suitable for multi-project or multi-product organisation.
 - a. Line
 - b. Line & Staff
 - c. Matrix
 - d. Virtual
7. _____ organisation is a very oldest and simplest form of organisation.
 - a. Line
 - b. Line & Staff
 - c. Matrix
 - d. Virtual
8. _____ refers to passing on the authority from superior to subordinate.
 - a. Span of Control
 - b. Delegation
 - c. Centralisation
 - d. Departmentation
9. _____ organisation is based on ICT resources.
 - a. Line
 - b. Line & Staff
 - c. Matrix
 - d. Virtual
10. _____ is a financial motivating factor.
 - a. Bonus
 - b. Status
 - c. Good working condition
 - d. Appreciation
11. _____ style of leadership is found in government department.
 - a. Autocratic
 - b. Consultative
 - c. Participative
 - d. Bureaucratic
12. Facial expression, Gestures, Pictures etc. are _____ type of communication.
 - a. Verbal
 - b. Oral
 - c. Non-verbal
 - d. Written

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- Q I B State whether the following statements are True or False: (Any 10)** 10
1. Hawthorne Experiment was conducted by Elton Mayo.
 2. Management is intangible.
 3. Managers have to be dynamic.
 4. Differential Piece Rate system and functional foremanship are contribution given under Scientific Management Theory of Taylor.
 5. Planning is future oriented.
 6. Planning is onetime activity.
 7. Decision making is a mental process.
 8. Management by Objective is a joint effort of superior and subordinate.
 9. There is unity of command in Matrix organisation.
 10. Regular Salary payment helps in motivating the employees.
 11. Laissez faire leader gives maximum freedom to his employees.
 12. Controlling is an important function of Management.
- Q II Answer any 2 of the following questions:** 15
- a. Explain the functions of Management.
 - b. Discuss any 8 Principles given by Henri Fayol.
 - c. Explain the various dimensions of management given by Peter Drucker.
- Q III Answer any 2 of the following questions:** 15
- a. Discuss briefly the steps in planning process.
 - b. What is Management by Exception? Discuss its Advantages.
 - c. Discuss the impact of technology on Decision making.
- Q IV Answer any 2 of the following questions:** 15
- a. Discuss the features of Line and Staff organisation.
 - b. What is Span of Control? Discuss the various factors influencing Span of Control.
 - c. Distinguish between Centralisation and Decentralisation of Authority.
- Q V Answer any 2 of the following questions:** 15
- a. What do you mean by Motivation? Discuss its importance.
 - b. Explain the Qualities of a good Leader.
 - c. What is Controlling? What are the Essentials of a good Control System?
- Q VI Write Short Notes on: (Any 4)** 20
- a. Managerial Skills
 - b. Management Information System (MIS)
 - c. Formal v/s Informal Organisation
 - d. Virtual Organisation
 - e. Barriers in Delegation
 - f. Importance of Communication
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