

Max. Marks: 100

Max Time: 3 hours

Note: All questions are compulsory. Figures to the right indicate maximum marks.

1. Q.1 A) Choose the correct alternative from the options given below. ANY TEN 10 marks

1. Henry Fayol gave principles of -----(direction, controlling, management)
2. _____ cannot be delegated.(Responsibility, authority, power)
3. The top level management requires more of _____ Skill. (Conceptual, Technical, Directing)
4. The lower level management requires more of _____ Skill (Conceptual, Technical, Directing)
5. F.W. Taylor is known for _____ (Scientific management, Quality Circle, Indian Ethos)
6. _____ refers to the orders must be received only from one superior.(Unity of direction, unity of command, scalar chain)
7. _____ means the number of people that can be handled well. (Span of control, decentralisation, direction)
8. _____ means philosophy of a company (Vision, Mission, Budget)
9. Brain storming is a non-programmed technique for _____. (communicating, decision making, coordinating)
10. _____ is a theory of focusing only on exceptional issues at work. (MBE, MBO, Matrix)
11. _____ organisation makes use of grapevine. (Informal, formal, bureaucratic)
12. Plans need to be _____ (Rigid, flexible, complex)

B) State whether the following statements are TRUE or FALSE. ANY TEN 10 marks

1. Management is a one-time activity.
2. Decision making is occasional in nature.
3. There must be balance between authority and responsibility.
4. Internal environment indicates Strengths and weaknesses.
5. External environment indicates opportunities and threats.
6. Planning increases risk.
7. Bonus is a non-monetary incentive.
8. Body language is a verbal form of communication
9. In Laissez faire leadership the leader gives complete freedom to subordinates.
10. Virtual organisation depends on technology.
11. Indian Ethos is based on Indian Scriptures.
12. Nature of work is one of the factors affecting span of management.

Q.2 Attempt ANY TWO from the following:

15 marks

- a) Explain the principles of management by Henry Fayol.
- b) Explain the nature of management.
- c) Explain Indian Ethos.

Q.3 Attempt ANY TWO from the following: 15 marks

- a) What are steps of planning.
- b) Explain ANY four techniques of decision making.
- c) What are advantages of MBE.

Q.4 Attempt ANY TWO from the following: 15 marks

- a) What are barriers to delegation from a superior?
- b) Write a note on the various bases of departmentation.
- c) What are features of Virtual organisation?

Q.5 Attempt ANY TWO from the following: 15 marks

- a) Explain the factors influencing motivation.
- b) What are barriers to effective communication?
- c) Explain qualities of a good leader.

Q.6. Answer ANY four short notes: 20 marks

- a. MBE
- b. Indian Ethos
- c. Functions of leadership
- d. Span of management
- e. Informal Organisation

**** All the best****