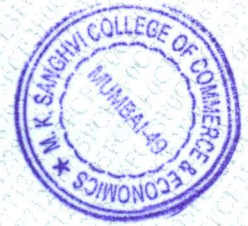


Time : 2.5 Hrs.

Marks : 75



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

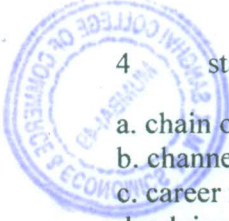
2) Figures to right indicate full marks.

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.

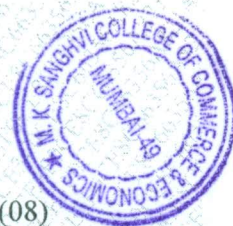
- 6 The General Manager's meeting was most likely a result of the following management function:
- a. Organizing
 - b. Planning
 - c. Decision-Making
 - d. Controlling

- 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