

P. O. Mgmt.

18. 4. 18

Q.P. Code : 05276

[Time: 2½ Hours]

[Marks:75]

Please check whether you have got the right question paper.

- N.B:
1. All questions are compulsory.
 2. Figures to the right indicate marks allotted to the questions.

- Q.1 a) What is management? Explain in detail managerial roles given by Henry Mintzberg. (15)
OR
b) What is classical management theory? Explain the principles of management by Henry Fayol. (15)
- Q.2 a) What is Planning? Explain the characteristics and steps involves in planning process. (15)
OR
b) Discuss the Scientific Management advocated by F.W. Taylor. (08)
b) Define leadership. Why is it considered situational in nature? (07)
- Q.3 a) 'Decision making is an important conceptual tool of management.' Explain in detail the process of decision making. (15)
OR
b) Why co-ordination is an important function of management? (07)
b) Define staffing with special reference to recruitment. (08)
- Q.4 a) How did identification of the Hawthorne effect lead to the recognition of the importance of psychological and social factors at work? (15)
OR
b) Define the term manager with a suitable example. What is the difference between a manager and a leader? (08)
b) What is Total Quality Management? What suggestions would you offer to make TQM effective? (07)
- Q.5 Write short notes on (any 3) (15)
1. Crisis Management
 2. Management as an art and science
 3. International Management
 4. Performance Appraisal
 5. Communication