

Time: 3 hrs.

Marks:100

- Note:**
1. All questions are compulsory with internal options.
 2. Figures to the right indicate full marks.

Q.1

A Choose the correct answer from the options given below: (Any ten)

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1. The principle of _____ states that the interest of the organization should be primary as far as the managers are concerned.
(a) subordination of interest (b) discipline (c) unity of direction
2. _____ principle states that a subordinate should receive orders only from one superior.
(a) Unity of command (b) Unity of direction (c) Order
3. _____ is a single use plan.
(a) Direction (b) Budget (c) Controlling
4. Informal organisations make use of _____ communication.
(a) upward (b) downward (c) grapevine
5. _____ is a non-monetary motivating factor.
(a) Bonus (b) Recognition (c) Incentives
6. _____ takes place between the superior and the subordinate.
(a) Decentralisation of authority (b) Departmentation (c) Delegation of authority
7. _____ means organizing a group of people to achieve common goals.
(a) Motivation (b) Leadership (c) Controlling
8. In line and staff organisation, the staff executives are the _____.
(a) doers (b) decision-makers (c) advisors
9. Nowadays, professional managers adopt _____ style of leadership.
(a) sociocratic (b) situational (c) consultative
10. Matrix organisation was first established in _____ in the aerospace industry.
(a) India (b) China (c) USA
11. _____ refers to the number of subordinates that can be managed effectively by one superior.
(a) Unity of command (b) Management by objectives (c) Span of control
12. _____ refers to dispersal of authority throughout the organisation.
(a) Decentralisation (b) Delegation (c) Centralisation

B State whether the following statements are true or false: (Any ten)

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1. Management process is a onetime activity.
2. Only financial factors affect motivation of employees.
3. Management is applicable to business and non-business organisation.
4. The organisation structure is influenced by the size of the organisation.
5. Decision making is a mental process.
6. For effective delegation, there must be a proper balance between authority and responsibility.
7. The principles of management have only theoretical significance.
8. Professional managers make only reactive decisions.
9. Line organisation is more suitable for small organisations.
10. Motivation is a psychological process.
11. In formal organisation, every member is assigned specific duties and responsibilities.
12. Nowadays, managers undertake review of performance only at the end of the year.

- Q.2 Answer any two of the following: 15**
- (A)** Discuss briefly any eight principles of management by Henry Fayol.
 - (B)** Define management. Explain the features of management.
 - (C)** Describe Peter Drucker's dimensions of management.
- Q.3 Answer any two of the following: 15**
- (A)** Explain the steps in the planning process.
 - (B)** Discuss the advantages of Management by Objectives (MBO).
 - (C)** Elucidate the impact of technology on decision making.
- Q.4 Answer any two of the following: 15**
- (A)** Explain the features of line and staff organisation.
 - (B)** Discuss the bases of departmentation.
 - (C)** Briefly explain the principles of effective delegation.
- Q.5 Answer any two of the following: 15**
- (A)** Explain the factors influencing motivation.
 - (B)** Discuss the different styles of leadership.
 - (C)** What is controlling? Discuss its features.
- Q.6 Answer any four short notes: 20**
- (i)** Indian ethos in management
 - (ii)** Components of planning (Any five)
 - (iii)** Barriers to effective delegation
 - (iv)** Qualities of a good leader
 - (v)** Distinguish between formal organisation and informal organisation
 - (vi)** Obstacles to effective communication

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