

F-137MS

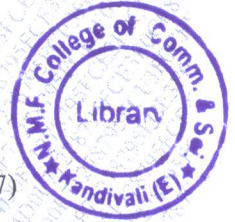
Time : 2.5 Hrs.

Marks : 75

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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.

2

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