

Time: 2½ hrs.

Marks: 75

- Note:**
1. All questions are compulsory with internal options.
 2. Figures to the right indicate full marks.
 3. Draw neat diagram wherever necessary.

Q. 1 (A) Fill in the blanks with the correct answer from the alternatives given below. (08)
(Attempt any 8)

- 1) _____ interview has a planned list of questions.
(a) Unstructured (b) Informal
(c) Structured (d) Group
- 2) _____ is an art of getting things done through people.
(a) Planning (b) Organising
(c) Management (d) Administration
- 3) _____ refers to the number of subordinates that can be controlled by one manager.
(a) Departmentation (b) Span of Control
(c) Balance (d) Chain of Command
- 4) _____ refers to doing the right thing at the right time without being told by others.
(a) Directing (b) Initiative
(c) Delegation (d) Innovation
- 5) _____ takes place when employees remain absent without prior permission.
(a) Absenteeism (b) Wastages
(c) Labour Turnover (d) Innovation
- 6) _____ refers to influencing people to strive willingly for the group objectives.
(a) Motivation (b) Leadership
(c) Controlling (d) Planning
- 7) _____ is the tendency to disperse decision-making authority.
(a) Decentralization (b) Penetration
(c) Centralization (d) Expansion

8) _____ Involves application and dedication on part of managers.

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|----------------|--------------|
| (a) Direction | (b) Dynamism |
| (c) Discipline | (d) Order |

9) _____ is referred to as an internal source of recruitment.

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| (a) Recommendations | (b) Campus Recruitment |
| (c) Consulting | (d) Promotions |

10) A subordinate should receive orders from only one superior. This is called as _____

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|------------------------|--------------------|
| (a) Unity of Command | (b) Centralisation |
| (c) Unity of Direction | (d) Scalar Chain |

(B) State whether the following statements are true or false. (Attempt any 7) (07)

- (1) Lack of unity of command can create confusion in the organization.
- (2) A good plan acts as a work map.
- (3) Centralization is always better than decentralization.
- (4) Directing does not follow the chain of command.
- (5) Henry Fayol listed 12 principles of management.
- (6) References should be cross checked and verified during the selection process of the candidate.
- (7) Job security is a non-monetary incentive.
- (8) Planning is a link between the past, present and future.
- (9) Formal organizations have a set of rules and regulations.
- (10) Panel interview is conducted by a group of experts for an important position in the firm.

Q.2 A. What are the steps in the decision-making process? (15)
OR

Q.2 P. What is Planning? Explain its characteristics. (08)

Q. State and explain any 7 Principles of Management given by Henry Fayol. (07)

Q.3 A. What is Organising? Give its significance. (08)

B. Distinguish between: Formal and Informal Organisation. (07)
OR

Q.3 P. What is Decentralisation of Authority? Explain its advantages. (08)

Q. Discuss the barriers to effective delegation from the superior's point of view. (07)

Q.4 A. State and explain the various steps in the Selection process. (15)
OR

Q.4 P. Discuss the various types of Employment Tests. (08)

Q. Distinguish Between: Selection and Recruitment (07)

Q.5 A. Explain the qualities of a good leader. (08)

B. Explain the importance of Co-ordination. (07)
OR

Q.5 Write short notes on (Attempt any 3) (15)

- (1) Scalar Chain
- (2) Internal sources of Recruitment
- (3) Departmentation by task force
- (4) Unstructured interview
- (5) Planning