

Time: 3 hours

Marks: 100

- Note: 1. All questions are compulsory with internal choice.
2. Figures to the right indicate full marks.
3. All questions carry equal marks.

Q.1

(A) Fill in the blanks with an appropriate answer from the alternatives given below (10)
(Any 10)

- (1) _____ skills refer to interpersonal skills.
(a. Technical, b. Conceptual, c. Human, d. Decision making)
- (2) The principle of equity refers to _____.
(a. social equity, b. partiality, c. disparities, d. injustice)
- (3) _____ organization structure is suitable for multiple organizations.
(a. Line, b. Line and Staff, c Virtual, d Matrix)
- (4) _____ is a broad long term plan for moving the organisation from the present position to a desired future position.
(a. Policy, b. Strategy, c. Rules, d. Mission)
- (5) Planning helps to _____ risks.
(a. steady, b. Persistent, c. Minimise, d. maximise)
- (6) _____ technique is useful to solve problems relating to the waiting line or waiting list.
(a. Queuing, b. Simulation, c. Pay-off Matrix, d. Game Theory)
- (7) Software is an important component of _____.
(a. MBE, b. MBS, c. MIS, d. MBO)
- (8) _____ refers to the power to make decisions.
(a. Responsibility, b. Delegation, c. Authority, d. Control)
- (9) _____ is a process of grouping jobs, processes and resources into logical units to perform some organisational task.
(a. Departmentation, b. Decentralisation, c. Delegation, d. Demonstration)
- (10) In line and staff organisation, the staff executives are the _____.
(a. practitioners, b. doers, c. Advisors, d. promoters)
- (11) Span of control refers to the number of subordinates that can be managed effectively by _____.
(a. multiple superiors, b. one superiors, c. four superiors, d. fifteen superiors)
- (12) On the basis of _____, the management sets the goals.
(a. SWAP, b. SMAC, c. SWOT, d. SWAM)

(B) State True or False (Any 10)

(10)

- (1) Managers adopt a multidisciplinary approach to get the work done from subordinates
- (2) Decision making is a mental process.
- (3) Generally, informal organizing exists in almost all organizations.
- (4) The organization structure is influenced by the size of the organization.
- (5) Under situational leadership style, a leader adjusts the style depending on the situation
- (6) Motivation is a psychological process.
- (7) Peter Drucker stated 3 dimensions of management.
- (8) Managers need to frame rigid plans.
- (9) Oral communication does not permit instant feedback.

- (10) Division of work only leads to specialization.
- (11) Cultural diversity causes communication problems.
- (12) Peter Drucker stated 3 dimensions of management.

- Q.2 Answer the following (Any 2): (15)**
- (1) Define Management. Explain its functions.
 - (2) Bring out management skills and competencies in the 21st century.
 - (3) Discuss Henri Fayol's 14 principles of management
- Q.3 Answer the following (Any 2): (15)**
- (1) Explain the steps in the planning process.
 - (2) Enumerate the advantages of Management By Objectives (MBO).
 - (3) Elucidate the techniques of decision making.
- Q.4 Answer the following (Any 2): (15)**
- (1) Explain the features of Line and Staff organisation structure (with diagram).
 - (2) Bring Out the bases of departmentation (with diagram).
 - (3) Explain the barriers to delegation.
- Q.5 Answer the following (Any 2): (15)**
- (1) Define motivation. Explain its importance.
 - (2) Elucidate the function of leadership.
 - (3) Explain the essentials of a good control system.
- Q.6 Write short notes (Any 4) (20)**
- i Indian ethos in management
 - ii Virtual organisation
 - iii Steps in delegation
 - iv Consultative style
 - v Management Audit
 - vi Management Information System

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