

[Time: 2 1/2 Hours]

[Marks: 75]

Please check whether you have got the right question paper.

- N.B:
1. All questions are compulsory subject to internal choice.
 2. All questions carry equal marks.

Q1 (A) State whether the following statements are True or False. (Any 7) (7)

- 1 Leadership is both an individual characteristic and a process.
- 2 Organizations and their environments are distinct entities, neither affecting each other.
- 3 Management theories and principles apply only to large corporations, not small businesses.
- 4 Strategic planning is done by top managers of the firm.
- 5 Mr. X is a branch manager for Microsoft. He is a middle management.
- 6 The first step in management by objectives is that managers set goals for their departments.
- 7 Staff meeting is a technique of controlling.
- 8 One of the main objective of Green Management is to use Green Technology.
- 9 Philanthropy a Greek term means 'love for Mankind'.
10. Activities are multiplied under Departmentation.

Q1 (B) Fill in the blanks choosing the correct alternatives. (Any 8) (8)

- 1 Michael is a type of manager who is concerned primarily with accomplishing goals and objectives and concentrates on the task itself. His behavioral style is called:
 - a. authoritarian.
 - b. democratic.
 - c. task oriented.
 - d. people oriented.
- 2 Which of the following is not an aspect of control?
 - a. to evaluate actual performance.
 - b. to compare actual performance with goals.
 - c. to define objectives.
 - d. to take corrective action.
- 3 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).
- 4 Coordinating people and human resources to accomplish organizational goals is the process of:
a. planning.
b. directing.
c. management.
d. leadership.
- 5 The _____ effect refers to the tendency for people to behave differently when they are being studied:
a. Maslow
b. Herzberg
c. Hawthorne
d. none of the above
- 6 When call center managers spend much of their time monitoring customer calls and giving employees feedback about how to improve their dialogue with customers in the future, these managers are using _____ skills.
a. technical
b. conceptual
c. situational
d. ethical
- 7 Organising process does not involve one of the following element
a. departmentation
b. delegation of authority
c. fixing responsibility
d. appraisal of subordinate
- 8 Which one of these can be delegated
a. power
b. authority
c. responsibility
d. accountability
- 9 Degree of centralisation indicates
a. degree of delegation of authority
b. degree of responsibility
c. degree of power
d. degree of accountability

10 Possibly the most important pre-20th century influence on management was:

- a. Therbligs
- b. The industrial revolution.
- c. Scientific management.
- d. The division of labor.

Q 2 (A) What is Scientific Management? What are its contributions in Management? (08)

(B) 'Function of Management is to manage workers and work'. Comment (07)

OR

(C) Explain Henry Mintzberg's role of Managers. (08)

(D) Distinguish between management and Administration (07)

Q 3 (A) Explain Planning. Discuss the essentials of a good plan (08)

(B) Explain briefly the benefits and weakness of MBO (07)

OR

(C) Define decision-making. Explain the factors required in decision-making (08)

(D) Enumerate the features of a Good Organisation Structure (07)

Q 4 (A) State the merits and demerits of Functional Organisation (08)

(B) Define Delegation Discuss the principles of delegation. (07)

OR

(C) Define Formal Organisation. State the characteristics of a formal Organisation (08)

(D) 'Planning is looking ahead and control is looking behind' discuss giving suitable examples. (07)

Q 5 (A) Define Leadership. Distinguish between Leadership and Management (08)

(B) Explain CSR giving examples the initiatives taken by organisations on CSR. (07)

OR

Q 5 (C) Short notes Attempt any three (15)

1. Managerial Skills
2. Scalar Chain
3. Role of Functional manager
4. Green Management
5. Departmentation
