Q.P. Code :23460

[Time: 2:30 Hours]   **[Marks:75]**

Please check whether you have got the right question paper.

N.B: 1.   All questions are compulsory.
         2.   Figures to the right indicate full marks.

Q.1   Answer **any two** of the following: 15
    a)   Define management. Explain the characteristics of management.
    b)   "Management is an art as well as science". Comment.
    c)   Explain Contingency approach.

Q.2   Answer **any two** of the following: 15
    a)   What is planning? What are the essentials of a good plan?
    b)   Define decision – making. Explain the steps in decision – making process.
    c)   Explain MBO process.

Q.3   Answer **any two** of the following: 15
    a)   What is formal organization? What are its features?
    b)   Explain the different types of organizational charts.
    c)   What are the barriers to effective delegation of authority?

Q.4   Answer **any two** of the following: 15
    a)   Discuss the steps involved in estimation of human resources in the organization.
    b)   Discuss the various methods of off – the job training.
    c)   Define performance appraisal. Explain the modern techniques of performance appraisal.

Q.5   A)   Rewrite the answer by choosing the appropriate options given below: 05
    i)   ---------- refers to inter – personal skills.
        a)   Human
        b)   Technical
        c)   Conceptual
        d)   Design

    ii)   ---------- approach is an extension of the human relations approach.
        a)   Scientific
        b)   System
        c)   Behavioural science
        d)   Contingency

    iii)   A ---------- is a time – table for activities.
        a)   schedule
        b)   objectives
        c)   plan
        d)   project

iv) The ----------- organization uses two or more co – existing structures.
   a) matrix
   b) committee
   c) line
   d) functional

v) -------------- is a first step in selection process.
   a) Job analysis
   b) Staffing
   c) Job rotation
   d) Simulation

B) State whether the following statements are true or false: 05
   i)   Taylor introduced time studies to fix performance standards.
   ii) Planning process involves analysis of business environment.
   iii) Informal organization is a structure of well – defined authority and responsibility.
   iv) Campus recruitment is one of the internal sources of recruitment.
   v)   Refresher training refers to introduction of a person to the job and to the organization.

C) Match the following: 05

Group A		Group B	
1) Design skills	a)	Economic value of people in the organization.
2) Central Tendency	b)	Appraisal from stakeholders
3) Virtual organization	c)	Passive role of superior in imparting training.
4) HRA	d)	Average scores
5) Counseling	e)	Information and communication Technology
	f)	Problem solving skills
	g)	Role playing

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