	Utech
Name:	
Roll No.:	The Country of Execution and Explained
Invigilator's Signature :	

CS/BBA(H),BIRM,BSCM/SEM-3/BBA-301/2012-13 2012 PRINCIPLES OF MANAGEMENT

Time Allotted: 3 Hours Full Marks: 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP - A

(Multiple Choice Type Questions)

- 1. Choose the correct alternatives for any *ten* of the following : $10 \times 1 = 10$
 - i) The concept of scientific management was given by
 - a) Frederick Taylor
- b) Henry Fayol
- c) Elton Mayo
- d) Peter Drucker.
- ii) One of the major elements of planning process is
 - a) developing leadership qualities
 - b) selecting right personnel
 - c) perception of opportunities
 - d) designing organization structure.
- iii) Which one of the following roles does not constitute management roles as proposed by Henry Mintzberg?
 - a) Interpersonal Roles
- b) Informational Roles
- c) Training Roles
- d) Decisional Roles.

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- iv) A supervisor's job is difficult because
 - a) he is linking pin between management and operatives
 - b) he has to handle technical problems
 - c) he has to deal with only uneducated workers
 - d) he is not well recognized in the organization.
- v) The concept of Management by Objectives was introduced by
 - a) Peter Drucker
- b) Elton Mayo
- c) George Odiorne
- d) Rensis Likert.
- vi) Organising process does not involve which one of the following elements ?
 - a) Departmentation
 - b) Delegation of authority
 - c) Fixing responsibility
 - d) Appraisal of a subordinate.
- vii) Narrow span of Management results
 - a) Flat structure
- b) Mechanistic structure
- c) Tall structure
- d) Organic structure.
- viii) A job description provides information about
 - a) nature and characteristic of the job
 - b) characteristic of the person performing the job
 - c) characteristic of the organization
 - d) characteristics of the management.
- ix) Appraisal based on results is based on
 - a) management by objective
 - b) graphic scales
 - c) critical incidents
 - d) grading system.

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- x) Which one of the following aspects of managing has not been empasized by McGregor's theories X and Y?
 - a) Planning
- b) Organizing
- c) Directing
- d) Appraising.
- xi) Which of the following is not a type of a 'plan'?
 - a) Mission
 - b) Budget
 - c) Objective
 - d) Management Information System.
- xii) A "Gang Plank" is related to
 - a) Organizational communication
 - b) Organizational productivity
 - c) Organizational control
 - d) Organizational structure.

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

- 2. Discuss the steps of MBO in brief.
- 3. Briefly explain Matrix structure of an organization.
- 4. Define delegation of authority. State various elements of delegation.
- 5. "Planning is looking ahead and control is looking back" comment.
- 6. Differentiate between line and staff relationship and diagrammatically represent the same depicting the flow of communication and accountability.

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GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

- 7. a) What is decision making?
 - b) Discuss the steps of decision making in detail with suitable diagram. 3 + 12
- 8. a) What is leadership?
 - b) Describe the theories of leadership.
 - c) What are the leadership styles ? Discuss with advantages and limitations. 3 + 6 + 6
- 9. a) Compare and contrast Maslow's theory and Herzberg's theory.
 - b) How are both related with Alderfer's ERG theory?
 - c) Which theory is more suitable in Indian context and why? 6+4+5
- 10. a) Explain Likert's management system and identify the best leadership style.
 - b) Narrate Fiedler's contingency model of leadership.
 - c) Briefly elucidate managerial grid and tridimensional grid and their significance. 5 + 5 + 5
- 11. a) What are the behavioral implications of control?
 - b) Discuss some methods of overcoming the behavioural problems of control.

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