	Utech
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# CS/BHMCT(NEW)/SEM-4/HM-406/2011 2011

## INTRODUCTION TO 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) 'We will capture 10% of LIG garment market in Brazil within the next 2 year's' is
  - a) well defined objective
  - b) not a well defined objective
  - c) a mission statement
  - d) none of these.
- ii) Audit is a part of
  - a) planning
- b) organizing
- c) controlling
- d) none of these.

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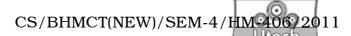
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- iii) Work study is a part of
  - a) Fayol's Principles
  - b) Human Relations Movement
  - c) Scientific Management
  - d) none of these.
- iv) Narrow Span of Control implies
  - a) Flat Organisation Structure
  - b) Tall Structure
  - c) Organic Structure
  - d) Mechanistic Structure.
- v) Theory Z was proposed by
  - a) Herzberg
- b) McGregor
- c) William Ouchi
- d) None of them.
- vi) PERT/CPM is method related to
  - a) Organising
  - b) Controlling
  - c) Leadership Development
  - d) Motivation.
- vii) Which of the following is not included in the Non-Verbal Communication?
  - a) Proxemics
  - b) Paralanguage
  - c) Written Communication
  - d) Kinesics.
- viii) The earliest book of Economics, Public Administration and Management' is

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- a) Rk Veda
- b) Republic
- c) Kautilya's Arthashastra
- d) none of these.



- ix) Vroom's VIE ( Valence Instrumentality Expectancy )
  Theory is a
  - a) Content Theory of Motivation
  - b) Process Theory of Motivation
  - c) Contingency Leadership Model
  - d) none of these.
- x) Situational Theory is the other name of
  - a) Management By Objectives
  - b) Contingency Approaches
  - c) Management by Exception
  - d) Classical Management Theory.
- xi) Grapevine is a form of
  - a) Formal Communication
  - b) Gestural Communication
  - c) Informal Communication
  - d) Pictorial Communication.
- xii) The element which is not a component of the communication process is
  - a) Encoding
- b) Decoding
- c) Measurement
- d) Channel.

#### **GROUP - B**

## (Short Answer Type Questions)

Answer any *three* of the following.

 $3 \times 5 = 15$ 

- 2. Point out the differences between managers and leaders.
- 3. Compare and contrast Maslow's Need Hierarchy with Herzberg's Two-Factor Theory.
- 4. Discuss the various outputs of Job Analysis.
- 5. Write notes on the following:
  - i) Unity of direction.
  - ii) Scalar chain.
- 6. Are motivation and morale synonymous? Exemplify your answer.

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#### (Long Answer Type Questions)

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

- 7. a) Briefly bring out the Development of Management Thought stressing its evolution from the ancient to modern period.
  - b) Write a short note on various Leadership styles. 10 + 5
- 8. a) What is Leadership?
  - b) Describe the various techniques of Coordination.
  - c) "Systematic Decision Making is the key to managerial success." Elucidate. 3 + 5 + 7
- 9. a) Define the term 'Management Control'.
  - b) Discuss about the various control techniques used in Management.
  - c) What do you mean by line and staff authority? How are they shown in an organization chart? Point out the advantages and disadvantages of centralisation.

3 + 5 + 7

- 10. a) Detail the simple model of effective communication.
  - b) What are the barriers to effective communication? Prescribe suitable strategies to overcome them. 6 + 9
- 11. Write notes on any *three* of the following:  $3 \times 5 = 15$ 
  - a) Scientific Management.
  - b) Steps in MBO implementation.
  - c) Human Relations Movement.
  - d) Management Grid.
  - e) Theory X & Y.

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