



Name :
Roll No. :
Invigilator's Signature :

**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.



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



- ix) Vroom's VIE (Valence Instrumentality Expectancy) Theory is a
- Content Theory of Motivation
 - Process Theory of Motivation
 - Contingency Leadership Model
 - none of these.
- x) Situational Theory is the other name of
- Management By Objectives
 - Contingency Approaches
 - Management by Exception
 - Classical Management Theory.
- xi) Grapevine is a form of
- Formal Communication
 - Gestural Communication
 - Informal Communication
 - 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. $3 \times 5 = 15$

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



GROUP – C

(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.