



Name :
Roll No. :
Invigilator's Signature :

CS/BHMCT/SEM-4/HM-406/2012

2012

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 × 1 = 10

- i) 'Leaders are born, not made.' Theory made by
 - a) Great man
 - b) Maslow
 - c) Trait
 - d) Herzberg.

- ii) As per Maslow's need of hierarchy, Hunger, Thirst they belongs to
 - a) social need
 - b) esteem need
 - c) physical need
 - d) esteem need.



- iii) Company policy, salary, interpersonal relationship belongs to
 - a) Herzberg's motivational factor
 - b) Herzberg's hygiene or maintenance factor
 - c) both (a) and (b)
 - d) none of these.
- iv) "Grape vine" is a term associated with
 - a) formal communication
 - b) informal communication
 - c) upward communication
 - d) nonverbal communication.
- v) F & B Manager sending a memo to the Executive House Keeper requesting for extra linen for an upcoming banquet programme, is an example of
 - a) lateral communication
 - b) downward communication
 - c) upward communication
 - d) none of these.
- vi) Management is an example of
 - a) Science
 - b) Arts
 - c) Knowledge
 - d) both (a) and (b).
- vii) Administration is concerned with determination of
 - a) objective
 - b) policies
 - c) both (a) and (b)
 - d) none of these.



- viii) Grapevine is a form of
- a) formal
 - b) informal
 - c) behavioral communication
 - d) none of these.
- ix) Unity of Command is a principle of management
- a) Henry Fayol
 - b) Taylor
 - c) McGregor
 - d) none of them.
- x) Directing is a function of
- a) guiding
 - b) instructing
 - c) both (a) and (b)
 - d) none of these.
- xi) Control involves
- a) measurement
 - b) behaviour
 - c) creativity
 - d) none of these.
- xii) Motivation leads to higher
- a) higher efficiency
 - b) increases labour turnover
 - c) decrease in utilization of resource
 - d) all of these.

GROUP - B

(Short Answer Type Questions)

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

2. Briefly explain the steps in planning process.
3. State the major barriers in communication process.
4. To become a successful manager, what are the qualities one should have ?
5. Differentiate between Formal and Informal Organisation.
6. What is the difference between objectives and goals ?



GROUP – C

(Long Answer Type Questions)

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

7. Examine in detail the contribution of Henry Fayol in the field of management.
8. Define Organising. Write in detail about the various steps in organising process.
9. Make a comparison between Maslow's Need Hierarchy and Herzberg's Two Factor Theory.
10. a) Enumerate the various steps involved in manpower planning.
b) Describe the role of recruitment, selection and training in manpower planning.
11. Write notes on *three* of the following : 3×5
 - a) Differences between job description and job specification
 - b) Trait theory of leadership
 - c) Traditional *vs* Modern methods of Performance Appraisal
 - d) Informal Organisation
 - e) Line and Staff organisations.

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