



Name :

Roll No. :

Invigilator's Signature :

**CS/BTTM/SEM-3/TTM-302/2011-12
2011**

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 × 1 = 10

- i) focused on the work or the job and how to do it better ?
 - a) Scientific management
 - b) Bureaucratic management
 - c) Classical management
 - d) Administrative management.
- ii) Strategic management entails which of the following basic management functions ?
 - a) Planning, organizing, leading and controlling
 - b) Motivation, efficiency, authority and effectiveness
 - c) Planning, bossing, controlling and organizing
 - d) Making things happen, meeting the competition, organizing the people and leading.



- iii) Strategic goals are concerned with
 - a) Top level managers
 - b) Middle level managers
 - c) First-line Managers
 - d) Non-managerial employees.
- iv) Controlling means
 - a) determining what tasks are to be done
 - b) the process of defining goals
 - c) influencing individuals or teams
 - d) comparing actual work to standard work.
- v) is known as the father of scientific management.
 - a) Max Weber
 - b) Henri Fayol
 - c) Henry L. Gantt
 - d) Frederick W. Taylor.
- vi) The departmentation is a sub-function of
 - a) Planning
 - b) Directing
 - c) Organizing
 - d) Staffing.
- vii) The definition 'management is an art of getting things done through other people' is given by
 - a) Taylor
 - b) Fayol
 - c) Mary Parker Follet
 - d) None of them.
- viii) Who is primarily responsible for making strategic planning in organization ?
 - a) Shareholder
 - b) Staffs
 - c) Top Management
 - d) Workers.
- ix) Concept of ERG theory was a contribution of
 - a) McClelland
 - b) McGregor
 - c) Alderfer
 - d) Vroom.



- x) Social responsibility includes
- a) depletion of natural resources
 - b) profit maximization
 - c) ecology protection
 - d) business environment.
- xi) Which of the following skill/skills required to be possessed by a manager ?
- a) Technical skill
 - b) Human skill
 - c) Conceptual skill
 - d) All of these.
- xii) The process of searching goals and suitable course of action for achieving goals is known as
- a) Planning
 - b) Controlling
 - c) Organizing
 - d) None of these.

GROUP – B

(Short Answer Type Questions)

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

2. Distinguish between a leader and a manager.
3. What are the basic tenets of the Scientific Management Approach ?
4. State the different roles of a manager according to Mintzberg.
5. Outline the steps involved in implementing MBO in an organisation.
6. Write a comprehensive note on different types of organisation structure.



GROUP – C

(Long Answer Type Questions)

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

7. Define controlling. Examine the need for a sound system of control in an organisation. State the essential elements for effective controlling. $4 + 5 + 6$
 8. Enumerate Fayol's principles of management. Comment on how they are fundamentally different from Taylor's principles. $10 + 5$
 9. Discuss the important principles and steps involved in organising process. $8 + 7$
 10.
 - a) What is meant by staffing ?
 - b) Outline the major steps involved in staffing.
 - c) Discuss the importance of staffing in managing organisations.
 11. Write short notes on any *three* of the following : 3×5
 - a) Functions of a leader
 - b) Types of control
 - c) Planning process
 - d) Co-ordination — the essence of management
 - e) Necessity of manpower planning in an organisation.
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