

**TIME: 2  $\frac{1}{2}$  HOURS**

**MARKS: 75**

**Q1 a. Select the correct alternatives ( any eight)**

**(8)**

1. A manger is a \_\_\_\_\_ of information.  
a. spokesman      b. liaison      c. disseminator      d. none of the above
2. Espirit de Corps was proposed by \_\_\_\_\_.  
a. Taylor      b. Fayol      c. Drucker      d. none of the above
3. A system is considered as \_\_\_\_\_ if it does not interact with the environment.  
a. open      b. closed      c. entity      d. none of the above
4. Inadequate data creates \_\_\_\_\_ in decision making .  
a. Obstacles      b. promptness      c. easiness      d. none of the above
5. In line and staff organisation , staff elements provides \_\_\_\_\_.  
a. authority      b. advice      c. service      d. both a and c
6. Consumer behaviour is a part of \_\_\_\_\_ premises  
a. Controllable      b. Semi controllable      c. Non- Controllable      d. none of the above
7. A project is a \_\_\_\_\_ endeavour  
a. temporary      b. permanent      c. dynamic      d. none of the above
8. Control \_\_\_\_\_ deviations.  
a. encourages      b. avoids      c. stops      d. none of the above
9. \_\_\_\_\_ is a evaluation of management processes  
a. MIS      b. Management audit      c. ROI      d. none of the above
10. Control compares against a \_\_\_\_\_.  
a. target      b. standard      c. deadline      d. objective

**b. State whether the following statements are True or False ( any seven)**

**(7)**

1. Management is an individual activity
2. Standing plans are non recurring in nature
3. Policies are guidelines to actions
4. Situational theory of leadership was developed by Hersey and Blanchard
5. Departmentation hinders specialisation
6. Delegation means transfer of authority
7. Implied policies are oral understanding that can be inferred from the decisions of managers
8. CPM is a modern technique of control
9. Self control is better than external control
10. Concurrent control is viewed as post action control

**Q2. a. Explain the contributions of Taylor to the development of scientific management Thought.**

**(8)**

b. Discuss contemporary issues and challenges in managing business. (7)

OR

c. Explain the contribution of contingency approach to management (8)

d. Explain Managerial skills in detail . (7)

Q3. a. Explain the process of planning in detail (8)

b. What is MBO? Give suggestions for improving effectiveness of MBO . (7)

OR

Q.3 Explain group decision making techniques in detail. (15)

Q4. a. Explain the main principles of Organizing . (8)

b. “Leadership is situational .” Explain. (7)

OR

c. “Co ordination is the essence of management ” Explain (8)

d. Explain the types of leadership styles (7)

Q5a. Explain the process of Controlling. (8)

b. What are the modern techniques of Controlling ? Explain . (7)

OR

Q5 Write Short notes on (any 3) (15)

1. 6 M’s of Management

2. Single use plan vs standing plan

3. Matrix Organization Design

4. Bases of departmentation

5. Reasons for employee resistance to control system