

Q1A. Chose the correct answers from the options given below. - Any 10 (10 marks)

1. _____ is the sum total of physical, mental and social qualities.
(Initiative, Intelligence, Personality)
2. Informal organizations make use of _____ communication.
(upward, downward, grapevine).
3. Authority refers to _____.
(power to take decision, reward for action, obligation)
4. Noise and distance are _____ barriers to communication.
(physical, cultural, psychological)
5. Plans need to be _____. (flexible, rigid, complicated)
6. _____ refers to interpersonal skills.
(Administrative skills, Conceptual skills, Human skills)
7. _____ plans are meant for repeated use as and when the situation demands.
(Standing, Single Use, General)
8. _____ is orderly synchronizing of efforts of the subordinates.
(Coordination, Controlling, Communication)
9. Dharma in Sanskrit means _____ in life.
(purpose, progress, passion)
10. _____ revolution was advocated by F. W. Taylor.
(Mental, Physical, Social)
11. _____ use information system or the information it produces under MIS.
(End-users, Support Staff, Network Administrator)
12. There is a lack of _____ in line organization.
(decision making, command, specialization)

B. State whether the following statements are True or False.- Any 10 (10 marks)

1. Body language is a form of verbal communication.
2. Indian ethos is not relevant to Indian management.
3. Competition is an important element of internal environment.
4. MIS is continuous activity.
5. The analyses of internal environment indicate opportunities and threats.
6. In flat organization, there are more levels of management.
7. Centralisation is the tendency to disperse authority in the organization.
8. In line and staff organization, the staff officers are the advisors.
9. Provision of good working condition is a monetary incentive.
10. Rambling refers to talk or write aimlessly without connection of ideas.
11. Professional management approach gives competitive advantage to business firms.
12. Job enrichment refers to horizontal expansion of a job.

Q2. Answer any 2 of the following: (15 marks)

- (a) Discuss the skills and competencies required for professional management.
- (b) Discuss briefly any 8 principles of management by Henry Fayol.
- (c) Explain the significance of Indian Ethos to management.

Q3. Answer any 2 of the following: (15 marks)

- (a) Describe any 8 components of Planning.
- (b) Explain the advantages of MBO.
- (c) Explain in brief 8 techniques of decision making.

Q4. Answer any 2 of the following: (15 marks)

- (a) Explain the meaning and features of Matrix Organisation.
- (b) Explain the barriers to delegation of authority.
- (c) Distinguish between: Centralisation and Decentralisation

Q5. Answer any 2 of the following: (15 marks)

- (a) Define Motivation. Explain factors affecting motivation of employees.
- (b) Briefly describe barriers to effective communication.
- (c) Brief techniques of controlling.

Q6. Answer any 4 short notes: (20 marks)

- (a) Nature of Management
- (b) Advantages of MBE
- (c) Bases of Departmentation
- (d) Virtual Organisation
- (e) Importance of communication
- (f) Traits of good leader