

Time: 2 ½ hours

Marks: 75

NOTE: 1) All questions are compulsory with internal options.

2) Figures to the right indicate marks.

Q 1 A) State whether the following statements are TRUE or FALSE (any 8): 08

1. The principle of unity of command and the principle of unity of direction are same.
2. In delegating authority, there are difficulties on the part of superiors alone.
3. Management is doing the work.
4. In informal organisation, every member is assigned specific duties and responsibilities.
5. Communication in case of formal organisation is through grapevine.
6. Departmentation by function is suitable for small organisation.
7. The lower level managers require more of conceptual skills as compared to technical skills.
8. Leadership is followership.
9. Planning increases the element of risk in the organisation.
10. Dual command is always dangerous.

B) Select the appropriate option and rewrite the following sentences (any 7) 07

1. Henri Fayol stated _____ principles of management (7, 40, 14)
2. According to _____, a subordinate should receive orders from only one superior (unity of command, unity of direction, scalar chain)
3. Exception principle reserves _____ problems for superiors (routine, complex, special)
4. Informal organisation uses _____ as communication (public announcement, grapevine, internet)
5. _____ is face-to-face exchange of views, ideas and opinions between the candidate and interviewer (Interview, Test, Initial screening)
6. Coordination develops _____ (teamwork, oral communication, freedom)
7. Management is _____ (dynamic, rigid, permanent)

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8. _____ provides as sense of direction to business activities (Planning, Organising, Decision-making)
9. _____ is a process by which a superior transfers formal authority to his subordinate (Decentralisation, Delegation, Authority)
10. The objectives of the organisation must be _____ (general, common, specific)

Q2 A) Discuss any two styles of leadership in detail. **08**

B) What are the steps involved in the control process? **07**

OR

Q2 A) What is centralisation? Discuss the merits of centralisation **08**

B) Explain the nature of management.. **07**

Q3 Discuss the various bases of departmentation. **15**

OR

Q3 Discuss the various sources of recruitment. **15**

Q4 Define "Planning". What are the steps involved in the planning process? **15**

OR

Q4 A) How non-monetary factors motivates employees? **08**

B) Explain the different types of employment tests. **07**

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Q5 A) Discuss the various types of interviews. **08**

B) Distinguish between administration and management. **07**

OR

Q5 Write short notes: (any three) **15**

- a. Levels of management
- b. Delegation of authority
- c. Importance of staffing
- d. Formal organisation
- e. Features of decision making

X-X-X-X-X