

## **QUESTION 2012**

### **Group – A**

#### **(Multiple Choice Type Questions)**

1. Choose the correct alternatives for any ten of the following:

i) The concept of scientific management was given by

- ☒ a) Frederick Taylor
- c) Elton Mayo

- b) Henry Fayol
- d) Peter Drucker

ii) One of the major elements of planning process is

- a) developing leadership qualities
- c) perception of opportunities

- b) selecting right personnel
- ☒ d) designing organization structure

iii) Which one of the following roles does not constitute management roles as proposed by Henry Mintzberg?

- a) Interpersonal Roles
- ☒ c) Training Roles

- b) Informational Roles
- d) Decisional Roles

iv) A supervisor's job is difficult because

- ☒ a) he is linking pin between management and operatives
- b) he has to handle technical problems
- c) he has to deal with only uneducated workers
- d) he is not well recognized in the organization

v) The concept of Management by Objectives was introduced by

- ☒ a) Peter Drucker
- b) Elton Mayo

c) George Odiorne

d) Rensis Likert

vi) Organising process does not involve which one of the following elements?

- a) Departmentation
- c) Fixing responsibility

- b) Delegation of authority
- ☒ d) Appraisal of a subordinate

vii) Narrow span of Management results

- a) Flat structure
- ☒ c) Tall structure

- b) Mechanistic structure
- d) Organic structure

viii) A job description provides information about

- ☒ a) nature and characteristic of the job
- b) characteristic of the person performing the job
- c) characteristic of the organization
- d) characteristics of the management

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- ix) Appraisal based on results is based on  
✓ a) management by objective                      b) graphic scales  
c) critical incidents                                      d) grading system
- x) Which one of the following aspects of managing has not been emphasized by McGregor's theories X and Y?  
a) Planning                      b) Organizing                      c) Directing                      ✓ d) Appraising
- xi) Which of the following is not a type of a 'plan'?  
a) Mission    b) Budget  
c) Objective    ✓ d) Management Information System
- xii) A "Gang Plank" is related to  
a) Organizational communication                      b) Organizational productivity  
c) Organizational control                                      ✓ d) Organizational structure

### **Group – B**

#### **(Short Answer Type Questions)**

2. Discuss the steps of MBO in brief.

See Topic: PLANNING, Long Answer Type Question No. 2.

3. Briefly explain Matrix structure of an organization.

See Topic: ORGANISING, Short Answer Type Question No. 6.

4. Define delegation of authority. State various elements of delegation.

See Topic: ORGANISING, Short Answer Type Question No. 3(or).

5. "Planning is looking ahead and control is looking back" – comment.

See Topic: PLANNING, Short Answer Type Question No. 4.

6. Differentiate between line and staff relationship and diagrammatically represent the same depicting the flow of communication and accountability.

See Topic: ORGANISING, Short Answer Type Question No. 7.

### **Group – C**

#### **(Long Answer Type Questions)**

7. a) What is decision making?

b) Discuss the steps of decision making in detail with suitable diagram.

See Topic: PLANNING, Long Answer Type Question No. 7(a) & (b).

8. a) What is leadership?

b) Describe the theories of leadership.

c) What are the leadership styles? Discuss with advantages and limitations.

a) & b) See Topic: LEADERSHIP, Long Answer Type Question No. 2(a) & (b).

c) See Topic: LEADERSHIP, Long Answer Type Question No. 1 & 3(c).

9. a) Compare and contrast Maslow's theory and Herzberg's theory.  
b) How are both related with Alderfer's ERG theory?  
c) Which theory is more suitable in Indian context and why?

**See Topic: MOTIVATION, Long Answer Type Question No. 3(a), (b) & (c).**

10. a) Explain Likert's management system and identify the best leadership style.  
b) Narrate Fiedler's contingency model of leadership.  
c) Briefly elucidate managerial grid and tridimensional grid and their significance.

**See Topic: LEADERSHIP, Long Answer Type Question No. 4(a), (b) & (c).**

11. a) What are the behavioural implications of control?  
b) Discuss some methods of overcoming the behavioural problems of control.

**See Topic: MISCELLANEOUS, Long Answer Type Question No. 1(a) & (b).**