

QUESTION 2013

Group – A

(Multiple Choice Type Question)

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

i) The concept of scientific management was given by

- ☒ a) Frederick Taylor b) Henry Fayol c) Elton Mayo d) Peter Drucker

ii) One of the major elements of planning process is

- a) Developing leadership qualities b) Selecting right personnel
☒ c) Perception of opportunities d) Designing organization structure

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

- a) Interpersonal roles b) Informational roles
☒ c) Training 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 Odiome d) Rensis Likert

vi) Efficiency refers to

- a) the relationship between inputs and outputs
b) the additive relationship between costs and benefits

BBA PM-135

POPULAR PUBLICATIONS

- c) the exponential nature of costs and outputs
✓ d) increasing output regardless of the cost
- vii) The communication between the same status of people is regarded as
✓ a) Horizontal communication b) Vertical communication
c) Grapevine d) Consensus
- viii) "Motivating people in organizational settings to develop team work that accomplishes individual as well as organizational goals" refers to
a) Employee relations b) Labour relations
✓ c) Interpersonal relations d) Human relations
- ix) Decisions that have been made many times in the past and which can be done without great deal of time and effort are called
✓ a) Programmed decision b) Heuristics
c) Uncertainty d) Non-programmed decision
- x) Top managers of an organization are primary responsible for which type of planning?
a) Business level planning b) Divisional level of planning
✓ c) Corporate level of planning d) Department level of planning
- xi) Herzberg's experiment was based on interview of which professional peoples?
a) Accountants and Doctors b) Scientists and Accountants
c) Engineers and Doctors ✓ d) Engineers and Accountants
- xii) Who is related to Theory X and Theory Y?
a) Fiedler b) Mayo ✓ c) McGregor d) McClelland

Group – B

(Short Answer Type Questions)

2. Explain the functions of different levels of management in an organisation.

See Topic: **INTRODUCTION ON MANAGEMENT**, Short Answer Type Question No. 1.

3. What do you mean by grapevine? Suggest measures that can be adopted to handle grapevine in the organisation.

See Topic: **COMMUNICATION**, Short Answer Type Question No. 1 & 2.

4. Enumerate the steps of strategy formulation to achieve sustainable competitive advantage.

See Topic: **PLANNING**, Short Answer Type Question No. 5.

5. How is Maslow's Need Hierarchy theory related with ERG theory?

See Topic: **MOTIVATION**, Short Answer Type Question No. 4.

PRINCIPLES OF MANAGEMENT

6. Discuss the need for 'control' in the context of an organisation.
See Topic: **CONTROLLING**, Short Answer Type Question No. 1.

Group – C

(Long Answer Type Questions)

7. a) Discuss different bases of departmentation? Which base is appropriate for a global bank having operations all over the world?

b) Outline the factors that need to be taken into consideration while deciding the basis for departmentation.

See Topic: **ORGANISING**, Long Answer Type Question No. 3.

8. a) "Communication is the life-blood of an organization." In the light of this statement explain the importance of communication in modern organisations.

b) Identify different barriers to the communication process. How the process can be made effective?

See Topic: **COMMUNICATION**, Long Answer Type Question No. 3.

9. a) What do you mean by MBO?

b) Discuss briefly the steps involved in the process of MBO.

c) Point out the advantages and limitations of MBO.

a) See Topic: **PLANNING**, Short Answer Type Question No. 1.

b) See Topic: **PLANNING**, Long Answer Type Question No. 3 (1st part).

c) See Topic: **PLANNING**, Short Answer Type Question No. 2.

10. a) Distinguish between 'delegation and 'decentralisation'.

b) Point out the main causes of line-staff conflict and discuss the steps which may be taken to improve the line-staff relationship.

See Topic: **ORGANISING**, Long Answer Type Question No. 4.

11. a) Discuss briefly the various steps involved in the process of Planned change.

b) What are the main individual and organisational factors for resistance to change?

See Topic: **MANAGEMENT OF CHANGE**, Long Answer Type Question No. 2.