## Group – A
### (Multiple Choice Type Question)

1. Answer any ten questions:

i) According to Weber's ideal bureaucracy, _____ occurs when employees are placed in jobs based on technical qualifications.

a) career orientation

b) authority hierarchy

c) formal selection

✓ d) impersonality

ii) _____ entails supervising, disciplining, evaluating and managing the change of the four managerial resources.
  ✓a) controlling      b) organizing      c) directing      d) planning

iii) Fayol suggested that organizations can be subdivided into _____ main areas of activity.
  a) 14      b) 10      c) 5      ✓d) 6

iv) Who is credited with having developed the concept of a priority of hierarchy of needs?
  a) F. W. Taylor      b) Vroom      ✓c) A. H. Maslow      d) F. U. Herzberg

v) The principles of management are
  a) applicable in service organization      b) applicable only in public sector organization
  ✓c) universally applicable      d) none of these

vi) Which of the following is not a barrier of communication?
  a) semantic barrier      b) difference in status and rank
  c) loss of transmission and retention      ✓d) none of these

vii) The important leadership style 'Managerial Grid' is introduced by
  a) Mouton      ✓b) Blake and Mouton      c) Earnest Dale      d) G. R. Terry

viii) Elton Mayo is generally recognized as the father of
  a) scientific school      b) classical school
  ✓c) human relations approach      d) systems school

ix) The first function of Management is
  a) organizing      ✓b) planning      c) coordinating      d) none of these

x) Which theory is related to change management?
  a) two factor theory      ✓b) force field theory      c) trait theory      d) all of these

xi) In BCG matrix, 'cash cow' represents business having:
  ✓a) high relative market share in low growth market
  b) high relative market share in high growth market
  c) low relative market share in high growth market
  d) low relative market share in low growth market

## Group – B
### (Short Answer Type Questions)

2. Describe Katz's three essential management skills and how the importance of these skills changes depending upon managerial levels.
See Topic: INTRODUCTION ON MANAGEMENT, Short Answer Type Question No. 5.

3. Discuss the important characteristics of "Bureaucracy".
See Topic: INTRODUCTION ON MANAGEMENT, Short Answer Type Question No. 6.

4. Write a short note on 'Managerial Grid.'
See Topic: LEADERSHIP, Long Answer Type Question No. 6(b).

5. What measures would you adopt to handle grapevine in your organization?
See Topic: COMMUNICATION, Short Answer Type Question No. 2.

6. What incentives – financial or non financial – do you think are greater motivators? Discuss.
See Topic: MOTIVATION, Long Answer Type Question No. 2(or).

### Group – C
(Long Answer Type Questions)

7. Explain the process of decision making. What are the techniques used for decision making? When is group decision-making preferred over individual decision-making?
See Topic: PLANNING, Long Answer Type Question No. 8.

8. Classical approach to management includes contributions of Taylor, Fayol and Weber – elucidate in detail. How does classical approach differ from Human Relations approach?
See Topic: INTRODUCTION ON MANAGEMENT, Long Answer Type Question No. 5.

9. Compare and contrast Maslow's Need Hierarchy theory and Herzberg's Two-factor theory of motivation. Are there any limitations?
See Topic: MOTIVATION, Long Answer Type Question No. 4.

10. Explain the process of Organizational control. What are the essentials of effective control system?
See Topic: CONTROLLING, Long Answer Type Question No. 3.

11. Discuss the salient features of leadership. Distinguish between the leader and a manager. What are the broad categories of leadership styles? Which style would be most appropriate for an IT organization comprising highly qualified and trained professionals?
See Topic: LEADERSHIP, Long Answer Type Question No. 5.