

QUESTION 2015

Group – A

(Multiple Choice Type Question)

1. Answer any ten questions:

i) Who is known as the Father of Scientific Management?

a) Peter Drucker

b) Philip Kotler

c) Henry Fayol

✓d) F.W. Taylor

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- ii) Management is concerned with
- a) misappropriation of funds
 - c) exploitation of labour
 - ✓ b) utilization of resources
 - d) deceiving the Stakeholders
- iii) A Manager is
- a) the owner of the enterprise
 - c) the promoter of a business
 - b) a broker
 - ✓ d) a servant in the enterprise
- iv) Henry Fayol proposed
- a) 15 Principles of Management
 - c) 13 Principles of Controlling
 - b) 16 Principles of Communication
 - ✓ d) 14 Principles of Management
- v) The Hawthorne Experiments were conducted in
- a) General Electric Company
 - c) Midvale Steel Company
 - ✓ b) Western Electric Company
 - d) Kirloskar Electric Company
- vi) Which theory is related to change management?
- a) Two factor theory
 - c) Trait theory
 - ✓ b) Force field theory
 - d) All of these
- vii) 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
- viii) MBO stands for
- ✓ a) Management by objectives
 - c) Management business objectives
 - b) Managing by objectives
 - d) Managing business objectives
- ix) Who is considered to be the founder of behavioral school of thought?
- a) Kurt Lewin
 - b) F.W.Taylor
 - c) Henry Gantt
 - ✓ d) Elton Mayo
- x) Even though control systems need to be tailored to suit specific situations, they involve the same basic process. Which of the following is the first step in the control process?
- a) Comparing performance against standard
 - b) Measuring performance standard
 - ✓ c) Setting performance standard
 - d) Determining deviation
- xi) Scalar chain denotes
- ✓ a) authority from the highest executive to the lowest one
 - b) a process of production
 - c) span of management
 - d) the size of the organization

Group – B

(Short Answer Type Questions)

2. Define Span of Control. What are the differences between tall structure and flat structure?
See Topic: ORGANISING, Short Answer Type Question No. 8.

3. How is management by objectives understood? Explain.
See Topic: PLANNING, Short Answer Type Question No. 6.

4. Discuss the merits and demerits of centralization and decentralization.
See Topic: ORGANISING, Short Answer Type Question No. 9.

5. Explain the concept of functional authority. How do you delegate it?
See Topic: ORGANISING, Short Answer Type Question No. 10.

6. Explain the concept of formal and informal organization.
See Topic: ORGANISING, Short Answer Type Question No. 1.

Group – C

(Long Answer Type Questions)

7. Planning is looking ahead and control is looking back. Comment. Mention the steps to be followed in the planning process.

1st part: See Topic: PLANNING, Short Answer Type Question No. 4.

2nd part: See Topic: PLANNING, Long Answer Type Question No. 3.

8. a) What is departmentation?

b) Examine the various forms of departmentation with suitable examples.

c) Which base is appropriate for an organization having operations all over the country?

a) See Topic: ORGANISING, Short Answer Type Question No. 2.

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

9. a) What is meant by communication?

b) What are the barriers to effective communication?

c) Suggest steps that can be taken to overcome the communication barriers?

a) See Topic: COMMUNICATION, Long Answer Type Question No. 1(1st part-2 bullets).

b) and c) See Topic: COMMUNICATION, Long Answer Type Question No. 3(b).

10. a) Analyse the contribution of Henry Fayol to the development of management thought.

b) Discuss the steps in decision making.

a) See Topic: INTRODUCTION ON MANAGEMENT, Long Answer Type Question No. 2.

b) See Topic: PLANNING, Long Answer Type Question No. 1. (under the heading Decision making processes).

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11. Why do people resist change? Do personal factors play a role in this process? Discuss the commonly used coping strategies to deal with change.

See Topic: MANAGEMENT OF CHANGE, Long Answer Type Question No. 1(a), (b) & (c).