

## POPULAR PUBLICATIONS

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).

## QUESTION 2016

Group – A  
(Multiple Choice Type Question)

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

- i) Management is the art of
- a) profit making
  - ✓ c) getting things done by people
  - b) misleading customers
  - d) none of these
- ii) The starting point management process is
- ✓ a) control
  - b) planning
  - c) leadership
  - d) none of these
- iii) The modern Management theory was propose by
- ✓ a) Henry Fayol
  - b) Peter Drucker
  - c) Frederick Taylor
  - d) None of them
- iv) The concept of hierarchy of needs was a contribution by
- a) McGregor
  - ✓ b) Maslow
  - c) Herzberg
  - d) None of them
- v) Vroom's Theory of Motivation is known as ..... Theory.
- ✓ a) Valence Expectancy
  - b) Need
  - c) X & Y
  - d) None of these
- vi) Efficiency refers to
- ✓ a) Relationship between inputs and outputs
  - b) Relationship between costs and benefits
  - c) Increasing outputs regardless of costs
  - d) None of these
- vii) Writing an organizational strategic plan is an example of ..... management function.
- a) Leading
  - b) Planning
  - c) Coordinating
  - ✓ d) None of these
- viii) Scalar Chain of Management was proposed by
- a) McGregor
  - b) F. W. Taylor
  - ✓ c) Henri Fayol
  - d) None of them
- ix) Which of the following is not a part of manager's job?
- a) Controlling
  - b) Planning
  - ✓ c) Auditing
  - d) Organizing
- x) Which of the following is not a form of Autocratic Leadership?
- a) Strict
  - ✓ b) Free-reign
  - c) Rigid
  - d) All of these

## PRINCIPLES OF MANAGEMENT

- xi) Herzberg's experiment was based on interview of which professionals?
- a) Accountants and Doctors
  - b) Scientists
  - c) Engineers and Doctors
  - ✓ d) Engineers and Accountants

### **Group – B**

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

- ✓ 2. Explain the functions of different levels of management in an organization.  
See Topic: INTRODUCTION ON MANAGEMENT, Short Answer Type Question No. 7.
- ✓ 3. What do you mean by grapevine? Suggest measures that can be adopted to handle grapevine in the organization.  
1<sup>st</sup> part: See Topic: COMMUNICATION, Short Answer Type Question No. 1.  
2<sup>nd</sup> part: See Topic: COMMUNICATION, Short Answer Type Question No. 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 Need Hierarchy theory related with ERG theory?  
See Topic: MOTIVATION, Short Answer Type Question No. 4.
- ✓ 6. Discuss the need for 'control' in the context of an organization.  
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(a) & (b).
- ✓ 8. a) "Communication is the life-blood of an organization". In the light of this statement explain the importance of communication in modern organizations.  
b) Identify different barriers to the communication process. How can the process 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 advantage and limitations of MBO.  
a) See Topic: PLANNING, Short Answer Type Question No. 1.  
b) See Topic: PLANNING, Long Answer Type Question No. 2(1<sup>st</sup> part).  
b) See Topic: PLANNING, Short Answer Type Question No. 2.



### **POPULAR PUBLICATIONS**

10. a) Distinguish between "delegation" and "decentralization".  
b) Point out the main cause 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(a) & (b).

- ✓ 11. a) Discuss briefly the various steps involved in the process of planned change.  
b) What are the main individual and organizational factors does resistance to change?  
a) See Topic: MANAGEMENT OF CHANGE, Short Answer Type Question No. 2.  
b) See Topic: MANAGEMENT OF CHANGE, Long Answer Type Question No. 2(b).