

7. \_\_\_\_\_ Organization is a combination of two or more organizational structures.
- Matrix
  - Virtual
  - Line
  - Informal
8. \_\_\_\_\_ is a standard format of the company to obtain information about every candidate applying for the job.
- Application Blank
  - Test
  - Lecture
  - Interview schedule
9. \_\_\_\_\_ is an evaluation of an employee's job related strengths & weaknesses.
- Training
  - Performance appraisal
  - Motivation
  - Career advancement
10. A strategy is derived from \_\_\_\_\_.
- Policy
  - Program
  - Method
  - Rules
11. Which of the following skills is equally important at all levels of management?
- Design
  - Human relations
  - Conceptual
  - Technical
12. Work specialization is also known as \_\_\_\_\_.
- Division of labour
  - Span of control
  - Formalization
  - Authority

B. State whether the following statements are true or false. (Any 10)

10 marks

- 1) According to Mary Parker Follet, "management is the art of getting things done through people."
- 2) Taylor advocated the separation of planning from doing.

- 3) Henry Fayol in his book titled "Industrial and General Administration" published in 1916 advocated 14 principles of management.
- 4) In MBO, supervisors and subordinates decide the goals jointly and control the activities.
- 5) Formal organization refers to the structure of well-defined jobs, having definite authority and responsibility.
- 6) Some managers feel that they will lose control if the authority is delegated.
- 7) Planning enables decision-making.
- 8) In line and staff organization, the line executives perform advisory functions.
- 9) A formal organization does not have a scalar chain of command.
- 10) As per the conclusions of Hawthorne's experiments, money is the only factor affecting employee motivation.
- 11) Job rotation involves shifting employees from one job to another.
- 12) Job analysis is the process of studying and collecting information relating to the operations and responsibility of a specific job."

Q2. Answer **any two** of the following:

**15 marks**

- a) "Management is considered as an art and profession". Explain
- b) Explain the importance of management.
- c) Describe the functions of management in a typical organizational setting.

Q3. Answer **any two** of the following:

**15 marks**

- a) State the essentials of a good plan.
- b) Explain the need and importance of decision-making.
- c) Describe the concept and process of MBO (Management by Objectives.)

Q4. Answer **any two** of the following:

**15 marks**

- a) Explain the importance of informal organization.
- b) What is delegation of authority? Explain its significance.
- c) State the factors affecting the span of control.

Q5. Answer **any two** of the following:

**15 marks**

- a) Explain the importance of training.
- b) Discuss the various sources of recruitment.
- c) State the limitations of performance appraisal.

Q6. Write Short notes on: (Any 4)

**20 marks**

1. Managerial Skills in the 21<sup>st</sup> Century
2. Scientific Management
3. Components of Planning
4. Span of Control
5. Decentralization
6. Off-the-job Methods of Training

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Note:

1. All questions are compulsory.
2. All questions carry equal marks.

Q1 A. Rewrite the statement by choosing the appropriate options given below: (Any 10) 10 marks

1. Hawthorne Experiments were conducted by \_\_\_\_\_.
  - a. Peter Drucker
  - b. Henry Fayol
  - c. Max Weber
  - d. Elton Mayo
2. Organizational structure designates relationship of \_\_\_\_\_.
  - a. Formal reporting
  - b. Informal reporting
  - c. Authority
  - d. Dynamism
3. Which of the following is not a process of selection?
  - a. Reference checking
  - b. Medical examination
  - c. Attitude formation
  - d. Testing
4. \_\_\_\_\_ skills are also called Interpersonal skills.
  - a. Human relations
  - b. Conceptual
  - c. Technical
  - d. Computer
5. Operational Planning is \_\_\_\_\_.
  - a. Short-term planning
  - b. medium term planning
  - c. long term planning
  - d. Annual
6. \_\_\_\_\_ is a long-term action plan for achieving the goals.
  - a. Rules
  - b. Policies
  - c. Strategy
  - d. Budget