

CS/HM/SEM-1/BHM-101/2011-12

2011

PRINCIPLES OF MANAGEMENT

Time Allotted : 3 Hours

Full Marks : 70

*The figures in the margin indicate full marks.
Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A

(Multiple Choice Type Questions)

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

10X1 = 10

i) Which of the following functions requires recruiting and placing qualified personnel for the organization so as to achieve its objectives and goals ?

- a) Planning b) Organising
- c) Staffing d) Controlling.

ii) The Behavioural Approach to management focuses on the

- a) worker b) manager
- c) owner d) work itself.

iii) Who gave the fourteen principles of management ?

- a) Alderfer b) Mayo
- c) Fayol d) Odiorne.

iv) Organization structure primarily refers to

- a) how activities are coordinated and controlled
- b) how resources are allocated
- c) the location of departments and office space
- d) policy statements developed by the firm.

- v) According to Herzberg, which of the following is a maintenance factor ?
- a) Salary b) Work itself
 - c) Responsibility d) Recognition.
- vi) Communication begins with
- a) encoding b) idea origination
 - c) decoding d) channel selection.
- vii) Technological condition is an example of
- a) external planning premises
 - b) internal planning premises
 - c) controllable planning premises
 - d) all of these.
- viii) Management is
- a) unidisciplinary b) bilateral
 - c) multi-disciplinary d) none of these.
- ix) Code of ethics means
- a) standard of performance
 - b) social responsibility
 - c) standard rules for everybody in organization
 - d) principal of individual rights.
- x) Who is the propounder of 'Hierarchy theory' ?
- a) Knootz b) Maslow
 - c) O-Donnel d) Allien.
- xi) Appraisal is the evaluation of
- a) quality b) society
 - c) manpower d) organization.

xii) Conceptual skills are more needed by

- a) functional management
- b) top management
- c) middle management
- d) supervisory management.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. 3X5 = 15

- 2. What are the features of planning ?
- 3. Mention skills required at top level management.
- 4. Distinguish between a leader and a manager.
- 5. Write down the limitations of MBO.
- 6. Why do you think, manpower planning is necessary ?

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. 3X15 = 45

- 7. a) Explain the various steps in the control process.
- b) What are the main requirements of an efficient control system ? 8 + 7
- 8. a) What do you mean by Line and Staff Organization ?
- b) Point out the main causes of line - Staff conflict and discuss the steps which may be taken to improve the line - Staff relationship. 4 + 6 + 5
- 9. a) Give an outline of the communication process.
- b) Point out the barriers to effective communication.
- c) Discuss different steps to be taken to overcome the barriers. 5 + 5 + 5
- 10. a) Distinguish between recruitment and selection.

b) Point out the different sources of recruitment.

c) Discuss the different steps involved in the selection process.

3 + 5 + 7

11. a) What are the objectives of performance appraisal of the employees ?

b) Discuss the methods used for this purpose.

5 + 10

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