



## **First Examination in Information Communication Technology – 2020**

**First Semester – August – 2022**

### **TICT 1152 PRINCIPLES OF MANAGEMENT**

Answer all questions in **Part I** and other **two** questions in **Part II**

**Time: Two Hours**

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#### **Part I**

- a. Define the term 'Management'?
- b. Briefly explain the Interpersonal roles of an IT Manager.
- c. Differentiate the terms 'Authority' and 'Power.'
- d. Briefly explain the managerial skills which are practiced in an IT related organization.
- e. List out the fourteen principles of management defined by Henry Fayol.
- f. What is organizational design?
- g. Distinguish the terms 'Mechanistic organization' and 'Organic Organization.'
- h. Briefly explain the sources of power identified by French and Raven.
- i. Briefly explain the contemporary organizational design of an Organization in the IT Industry.
- j. Distinguish the terms 'Team' and 'Group.'

(10 x 05 = 50 Marks)

#### **Part II**

Q1. a. Define the term "Planning"

(05 Marks)

b. Explain the hierarchies of plan used in an organization.

(10 Marks)

c. Explain the group decision making techniques used by the CEO of an IT related Organization.

(10 Marks)

(Total 25 Marks)

Q2.

- a. Define the term 'Organizing' and explain its processes.

(07 Marks)

- b. Identify an IT organization and explain the common bases of its departmentalization with suitable examples.

(10 Marks)

- c. Explain different types of Span of Control and discuss their advantages and disadvantages.

(08 Marks)

(Total 25 Marks)

Q3.

- a. Define the term 'leadership' and explain why the leadership is important to an organization.

(07 Marks)

- b. Discuss the managerial grid developed by Robert Blake and Jane Mouton.

(10 Marks)

- c. Explain a motivation theory which is appropriate to the Job satisfied employees and dissatisfied employees of an organization.

(08 Marks)

(Total 25 Marks)

Q4.

- a. What is Communication?

(05 Marks)

- b. Discuss the characteristics of Effective Communication.

(10 Marks)

- c. Identify the barriers to communication and discuss with suitable examples.

(10 Marks)

(Total 25 Marks)