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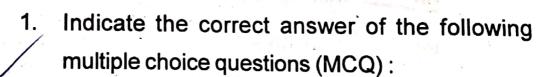
Time: 3 hours

Full Marks: 80

Candidates are required to give their answers in their own words as far as practicable.

The questions are of equal value.

Answer five questions in which Q. No. 1 is compulsory.



- (a) Management is:
  - · (i) Art

- (ii) Science
- (iii) Both (i) and (ii) (iv) None of these
- (b) A narrow span of management results in a organization.
  - (i)
- Formal (ii) Informal
  - (iii) Flat (iv) Tall

ZH - 23/4

(Turn over)

(c) At	ttaching meaning to the received message
is	
(i)	Decoding (ii) Illusion
(ii	ii) Ambiguity (iv) Coding
(d) A	dvantage of delegation of authority results
in	prompt:
(i)	) Understanding (ii) Decision making
(i	ii) Co-operation (iv) None of these
(e) V	Vhat is a tool for corporate governance?
• (i	) Management
(i	i) Communication
<b>(</b> i	iii) Coordination
<b>(</b> i	iv) All of the above
(f) T	The external factor(s) that limit control is
	are):
	i) Government polices
(	ii) Market changes
(	iii) Economic changes
(	(iv) All of the above >
ZH-23/4 (2) Contd.	

- (g) MBO invented by:
  - (i) Henry Fayol
    - (ii) Peter Drueker
    - (iii) Koontz and O Donell
  - (iv) None of these
- (h) What is the result of Human limitation to the span of management?
  - · (i) Satisfaction
- (ii) Development
- (iii) Delegation
- (iv) Motivation
- 2. Explain the process of management. Would you attach different levels of importance to these functions at various levels of management?
- 3. Explain the types of planning and differentiate between a policy and a procedure. Give the limitations of planning.
- 4. What is meant by departmentalization? List the different types of departmentalization.
- 5. Explain centralization and decentralization.

  Differentiate between delegation and decentralization.

ZH - 23/4

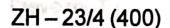
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- 6. Describe the positive and negative aspects of an informal organization. What should a manager do to harmonise informal organization with the formal organization?
- 7. Explain the function of staffing and differentiate between recruitment and selection. Describe the steps involving the selection process.
- 8. What is leadership? Describe the function of a leader. What factors should govern the selection of a style of leadership by a manager?



- 9. Write short notes on any two of the following:
  - (a) Performance appraisal
  - (b) Steps of controlling
  - (c) Planning
  - (d) Job analysis



(4)

BCA(I) - 105