

2017*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.

19

1. Indicate the correct answer of the following multiple choice questions (MCQ) :

(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) Attaching meaning to the received message
is :

- (i) Decoding (ii) Illusion
- (iii) Ambiguity (iv) Coding

(d) Advantage of delegation of authority results
in prompt :

- (i) Understanding (ii) Decision making
- (iii) Co-operation (iv) None of these

(e) What is a tool for corporate governance ?

- (i) Management
- (ii) Communication
- (iii) Coordination
- (iv) All of the above

(f) The external factor(s) that limit control is
(are) :

- (i) Government policies
- (ii) Market changes
- (iii) Economic changes
- (iv) All of the above

(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.

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. (12)

8. What is leadership ? Describe the function of a leader. What factors should govern the selection of a style of leadership by a manager ? (12)

9. Write short notes on any two of the following :

- (a) Performance appraisal (12)
- (b) Steps of controlling
- (c) Planning
- (d) Job analysis

