

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.

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.
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

