

Question Paper Code : 41459

25/04/2018
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B.E./B.Tech. DEGREE EXAMINATION, APRIL/MAY 2018

Fourth/Fifth/Sixth/ Seventh/Eighth Semester

Mechanical Engineering

MG 6851 – PRINCIPLES OF MANAGEMENT

**(Common to Mechanical Engineering(Sandwich)/Aeronautical Engineering/
Automobile Engineering/Civil Engineering/Electrical and Electronics Engineering/
Electronics and Communication Engineering/Electronics and Instrumentation
Engineering/Environmental Engineering/Geoinformatics Engineering/Industrial
Engineering/Industrial Engineering and Management/Instrumentation and
Control Engineering/Mechanical and Automation Engineering/Mechatronics
Engineering/Robotics and Automation Engineering/Polymer Technology)**

(Regulations 2013)

Time : Three Hours

Maximum : 100 Marks

Answer ALL the questions.

PART – A

(10×2=20 Marks)

1. List out the roles played by managers in an organization.
2. Distinguish between public and private limited companies.
3. What is intuitive decision making ?
4. Define Planning Premises.
5. What is Job Design ?
6. Distinguish between authority and power ?
7. What are the advantages of democratic leadership styles ?
8. What is brainstorming ?
9. What are the characteristics of control function ?
10. What is performance appraisal ?

PART – B

(5×13=65 Marks)

11. a) Elucidate the contributions of F.W. Taylor to Management.
(OR)
b) Enlighten the relevance of environmental factors that affects global business.
12. a) Classify the types of goals organizations might have and the plans they use for accomplishment.
(OR)
b) Define MBO. Explain the process of MBO.
13. a) Describe six key elements in organizational design.
(OR)
b) Discuss the tasks associated with identifying and selecting competent employees.
14. a) Compare and contrast early theories of motivation.
(OR)
b) Identify barriers to effective interpersonal communication and how to overcome them.
15. a) Illustrate and explain the three steps in the control process.
(OR)
b) Discuss the various types of tools used to monitor and measure organizational performance.

PART – C
(Case Study)

(1×15=15 Marks)

16. Jacob, one of your assistants in a fire insurance company, is responsible for a group of clerical workers who review changed policies, endorsements, and riders, calculate commissions, and maintain records. He is very meticulous, and everything coming out of his group is perfect. He does not delegate authority and responsibility but rechecks in detail all the work turned out by his faction. He keeps turning back to them careless and inaccurate work until it is perfect. As a result he is busy from early morning until late at night doing detail work and neglecting his role as supervisor. His workers have figured him out and are taking it easy. They do slap-dash work and correct it as often as he returns it. You are afraid about Jacob's workaholic behaviour and heading for a nervous breakdown. You have told him in general terms to delegate authority and responsibility and to discipline his group.

He says that you just can't find people any more who have pride in their work or concern for the company and that if he fires any of his people or they quit the replacements would most likely be more terrible.

- 1) Why people do not delegate authority and responsibility ?
- 2) What are Jacob's responsibilities as a supervisor ?
- 3) Which can he delegate and how ?
- 4) What are the leadership characteristics that Jacob lacks ?
- 5) How can you go about developing them in him ?

To answer the above questions follow the steps below :

- First, study the case carefully, identifying the management principles involved, where possible.
- Gain as sound an understanding as possible, within the time available, through private study.
- Apply the systematic analysis methodology.
- Discuss your analysis and conclusions.