**GE3751-PRINCIPLES OF MANAGEMENT**

**PART-A**

**UNIT I: INTRODUCTION TO MANAGEMENT AND ORGANIZATIONS**

1. **Define management.**  
   **Answer:** Management is the process of planning, organizing, leading, and controlling organizational resources to achieve specific goals efficiently and effectively.
2. **Is management a science or an art?**  
   **Answer:** Management is both a science and an art. It involves systematic knowledge (science) and skillful application (art).
3. **Who is an entrepreneur?**  
   **Answer:** An entrepreneur is a person who initiates, organizes, and manages a business venture, taking on financial risks to earn profits.
4. **List any two managerial roles.**  
   **Answer:** Interpersonal roles (e.g., leader), and informational roles (e.g., spokesperson).
5. **Mention any two managerial skills.**  
   **Answer:** Technical skills and human (interpersonal) skills.
6. **What are the types of business organizations?**  
   **Answer:** Sole proprietorship, partnership, and corporation.
7. **What is scientific management?**  
   **Answer:** Scientific management is a theory by F.W. Taylor emphasizing scientific approaches to improve labor productivity.
8. **What is organizational culture?**  
   **Answer:** It refers to the shared values, beliefs, and norms that influence the behavior of people in an organization.
9. **What are public sector enterprises?**  
   **Answer:** Organizations owned and managed by the government, such as BSNL and Indian Railways.
10. **State any one current trend in management.**  
    **Answer:** Digital transformation and data-driven decision-making are current management trends.

**UNIT II: PLANNING**

1. **Define planning.**  
   **Answer:** Planning is deciding in advance what to do, how to do it, when to do it, and who is to do it.
2. **What is strategic planning?**  
   **Answer:** Strategic planning involves setting long-term goals and determining the best strategies to achieve them.
3. **List two types of planning.**  
   **Answer:** Tactical planning and operational planning.
4. **What are objectives?**  
   **Answer:** Objectives are specific results that an organization aims to achieve within a time frame.
5. **What is a policy?**  
   **Answer:** A policy is a general guideline for decision-making within an organization.
6. **What is meant by planning premises?**  
   **Answer:** Planning premises are the assumptions about future conditions that affect the planning process.
7. **Mention two planning tools.**  
   **Answer:** SWOT analysis and Gantt chart.
8. **What is decision-making?**  
   **Answer:** Decision-making is the process of selecting the best alternative from the available options.
9. **State one advantage of planning.**  
   **Answer:** Planning provides direction and helps in setting clear objectives.
10. **What is contingency planning?**  
    **Answer:** Contingency planning is preparing alternative courses of action in case of unexpected events.

**UNIT III: ORGANISING**

1. **Define organizing.**  
   **Answer:** Organizing is the process of arranging resources and tasks to achieve objectives efficiently.
2. **What is an organization chart?**  
   **Answer:** An organization chart is a diagram that shows the structure of an organization and the relationships between its parts.
3. **What is formal organization?**  
   **Answer:** A formal organization is the official, structured, and planned system of tasks and responsibilities.
4. **What is informal organization?**  
   **Answer:** Informal organization is the network of social and personal relationships within a workplace.
5. **Define centralization.**  
   **Answer:** Centralization is the concentration of decision-making authority at the top levels of management.
6. **Define decentralization.**  
   **Answer:** Decentralization is the distribution of decision-making authority to lower levels in the organization.
7. **What is delegation of authority?**  
   **Answer:** Delegation of authority is the assignment of decision-making powers to subordinates by a superior.
8. **What is HR management?**  
   **Answer:** HR management involves recruiting, selecting, training, and developing employees.
9. **What is job design?**  
   **Answer:** Job design involves organizing tasks, duties, and responsibilities into a productive unit of work.
10. **Mention two functions of HRM.**  
    **Answer:** Recruitment and performance appraisal.

**UNIT IV: DIRECTING**

1. **What is directing?**  
   **Answer:** Directing is the managerial function of guiding, leading, and supervising employees to achieve goals.
2. **What is motivation?**  
   **Answer:** Motivation is the process of stimulating people to take action to accomplish desired goals.
3. **Name any two motivation theories.**  
   **Answer:** Maslow’s Hierarchy of Needs and Herzberg’s Two-Factor Theory.
4. **What is job enrichment?**  
   **Answer:** Job enrichment is redesigning a job to increase motivation by adding meaningful tasks.
5. **Define leadership.**  
   **Answer:** Leadership is the ability to influence and guide individuals or groups toward goal achievement.
6. **What are the types of leadership?**  
   **Answer:** Autocratic, democratic, and laissez-faire leadership.
7. **What is communication?**  
   **Answer:** Communication is the exchange of information, ideas, and feelings between individuals.
8. **Mention two types of communication.**  
   **Answer:** Verbal communication and non-verbal communication.
9. **What is formal communication?**  
   **Answer:** Formal communication follows the official channels within the organization structure.
10. **What is a communication barrier?**  
    **Answer:** Communication barriers are obstacles that prevent effective exchange of ideas, like noise or language differences.

**UNIT V: CONTROLLING**

1. **Define controlling.**  
   **Answer:** Controlling is the process of monitoring and evaluating the progress towards goals and correcting deviations.
2. **What is a budget?**  
   **Answer:** A budget is a financial plan that estimates income and expenses over a specific period.
3. **What is budgetary control?**  
   **Answer:** Budgetary control involves comparing actual results with the budgeted figures and taking corrective actions.
4. **List two types of budgets.**  
   **Answer:** Sales budget and production budget.
5. **What is a standard in controlling?**  
   **Answer:** A standard is a benchmark or target used to compare actual performance.
6. **What is productivity?**  
   **Answer:** Productivity is the ratio of output produced to the input used.
7. **Define MIS (Management Information System).**  
   **Answer:** MIS is a system that provides managers with information to make informed decisions.
8. **What is performance appraisal?**  
   **Answer:** Performance appraisal is the process of evaluating an employee's job performance.
9. **What is a corrective action?**  
   **Answer:** Corrective action is the step taken to fix performance issues and bring operations back on track.
10. **What is preventive control?**  
    **Answer:** Preventive control aims to avoid problems before they occur, such as setting rules or training.