

Instructions:

- i. The Marks are indicated in the right -hand margin.
- ii. There are SEVEN questions in this paper.
- iii. Attempts FIVE question in all.
- iv. Question Nos. 1 and 2 are compulsory.
- 1. Choose the correct option (any six): 2\*6=12

(a) The purpose of job enrichment is to

- (I) expend the number of tasks an individual can do
- (II) increase job efficiency
- (III) increase job effectiveness
- (IV) increase job satisfaction of middle management

(b) Strategic planning as a broad concept consist of

- (I) corporate strategy and business strategy
- (II) strategy formulation and strategy implementation
- (III) inputs and outputs
- (IV) environmental analysis and internal analysis

(c) One of the most helpful mechanism for refining a spoken or written communication is called the

- (I) grapevine (II) counselling service
- (III) five Cs (IV) compliant system

(d) According to Herzberg, which of the following is a maintenance factor?

- (I) Salary (II) Work itself
- (III) Responsibility (IV) Recognition

(e) The concept of power refers to

- (I) defined authority and responsibility
- (II) a relative hierarchical position in an organization
- (III) the ability to influence the behaviour of others

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(IV) the specialized knowledge possessed by an individual

(f) A major problem with a task force type of management is

- (I) there is no logical basis for task force information
- (II) its status is too inflexible
- (III) accountability
- (IV) lack of problem

(g) Some policies are imposed by external forces, such as

- (I) governmental regulatory agencies

- (II) employee demands
- (III) management decisions
- (IV) lack of funding
- (h) While guiding organization members in appropriate directions, a manager exhibits
  - (I) consideration behaviour (II) authoritarian behaviour
  - (III) theory Y behaviour (IV) leadership behaviour
- (i) Communication begins with
  - (I) encoding (II) idea origination
  - (III) decoding (IV) channel selection
- (j) In general, if a policy is not thought out and established
  - (I) a situation requiring action will arise
  - (II) social issues will cause change in the organization
  - (III) managers will be hired from the outside
  - (IV) there will be significant staff turnover

2. Answer any three of the following:  $4 \times 3 = 12$

- (a) Describe the basic concept of management and state its importance.
- (b) Discuss the difference between objective and policies.
- (c) Discuss the different levels of management and its function.
- (d) Describe the difference between strategic and tactical plan.
- (e) Describe the contribution of Max Weber's bureaucratic theory.

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Answer any three of the following:  $12 \times 3 = 36$

- 3. Define planning and its nature and characteristics.
- 4. What is meant by staffing? Describe the different processes of staffing.
- 5. Define recruitment. Discuss the process and factors affecting recruitment.
- 6. What do you think training and development? Describe the needs, importance and benefits of training.
- 7. What do you mean by departmentation? Discuss the importance and advantage of departmentation.