PRINCIPLES OF MANAGEMENT
(HMTS 3201)

Time Allotted : 3 hrs   **Full Marks : 70**

Figures out of the right margin indicate full marks.

Candidates are required to answer Group A and
any 5 (five) from Group B to E, taking at least one from each group.

Candidates are required to give answer in their own words as far as practicable.

Group – A
(Multiple Choice Type Questions)

1. Choose the correct alternative for the following: **10 × 1 = 10**

(i) Power bestowed to an individual in view of organizational hierarchy is
(a) legitimate power   (b) coercive power
(c) referent power   (d) expert power.

(ii) Laissez-faire style of leadership is suitable for an organization where
(a) workers need continuous guidance
(d) discipline is lacking
(c) quick decision & prompt action
(d) employees are capable & dependable is required.

(iii) Fundamental limitation of planning is
(a) cost   (b) time   (c) productivity   (d) forecasting.

(iv) Decisions that have been made many times in the past and which can be made without great deal of time & effort are called
(a) heuristic   (b) uncertainty   (c) programmed   (d) tactical.

(v) . . . . has coined the word PODSCORB
(a) George Terry   (b) E.S.Buffa
(c) Luther Gullick   (d) Max Weber.

(vi) Dividing and subdividing the functions of an enterprise into different units & assigning each function to the right person is
(a) organisation structure   (b) organisation process
(c) organisation plan   (d) standard operating procedure.

(vii) The more efficient and experienced is the manager the wider is the
(a) team authority   (b) staff authority
(c) span of control   (d) operation.

(viii) In case of Theory X, workers generally
(a) dislike work   (b) like working a lot
(c) are vey participative   (d) none of these.

(ix) Employee turnover in an organization is known as
(a) the rate at which employees absent themselves
(b) the rate at which punishment is enforced upon employees
(c) the contribution per employee in total profit in a particular period
(d) the rate of change in working hands in a particular period.

(x) A group of people with a full set of complementary skills required to complete a job or task , is known as
(a) group member   (b) leader
(c) team member   (d) members of administration.

Group – B

2. (a) Define management. Very briefly describe the functions of a manager.

(b) Mention any 3 principles given by Henri Fayol as a basis of administrative management with providing suitable example of each.

(2 + 4) + 6= 12

3. (a) Give a brief account of management functions.

(b) Enlist the managerial roles and narrate the decisional role.

7 + 5 = 12

Group – C

4. (a) What are the basic differences between PERT and CPM as the techniques for achieving better control in management.

(b) Illustrate the distinction between corporate planning and functional planning with suitable example.

6 + 6 = 12

5. (a) State the sources of recruitment. Explain two important external sources of recruitment for an educational institute.

(b) Explain Simon's model of decision making.

6 + 6 = 12

Group – D

6. (a) What is meant by Centralisation and decentralisation? Highlight the salient differences between the two.

(b) Is it true that authority and responsibility are two sides of the same coin? Justify.

7 + 5 = 12

7. (a) What is meant by Span of Management?

(b) Explain factors determining Span of Management.

4 + 8 = 12

Group – E

8. (a) What do you mean by an autocratic style of leadership? What could be the possible demerits of adopting a free rein system of leadership in management?

(b) Name the principles adopted in McKinsey's 7 s approach. What do you mean by management by exception?

(2 + 4) + (2 + 4) = 12

9. (a) What are 'motivators' and 'hygiene factors' according to the 'dual factor theory'? Site examples for each.

(b) How different is Japanese style of management from that of an Indian style of management?

(3+3) + 6 = 12