

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) Henri *Fayol* is known as the propounder of
(a) Scientific Management principles (b) Administrative principles
(c) Behavioural views in management (d) Work study in management.
- (ii) Hawthorne Studies were the part of _____ management
(a) Scientific (b) Administrative
(c) Behavioural (d) None of the above
- (iii) Leadership is the process of
(a) Influencing the customers (b) Influencing the group members
(c) Influencing the competitors (d) Influencing the creditors.
- (iv) Employment exchange is an example of
(a) External source of recruitment (b) Internal source of recruitment
(c) Both of these (d) Neither internal nor external.
- (v) Job satisfaction refers to
(a) Attitude of an employee towards his/her work
(b) Work culture
(c) Work ethics
(d) relationship between superiors and subordinates.
- (vi) The acronym MBO stands for?
(a) Management by Objectives (b) Management by Operatives
(c) Management by Organization (d) Management by Order.
- (vii) How many factors are there in Fredrick Herzberg's Motivation theory?
(a) Three (b) Two
(c) Five (d) One.

- (viii) Choose the correct statement
(a) Management is a dynamic function
(b) Management is an individual function
(c) Management is a tangible function
(d) Management is a subjective process.
- (ix) Simon's decision making has _____ phases
(a) four (b) ten (c) two (d) three
- (x) Whichelement is not crucial to building a productive team
(a) Effective Communication (b) Delegation
(c) Efficiency (d) Control.

Group- B

2. (a) Discuss the major characteristics of the process of management.
(b) What are the 14 management principles of Henri Fayol? Explain any two with the help of relevant examples. **6 + 6 = 12**
3. (a) Is management science or art? Explain with example.
(b) Highlight the major findings of behavioural management by Elton Mayo in brief. **6 + 6 = 12**

Group - C

4. (a) Explain line organization structure. What are its merits?
(b) What is the difference between line organization and line and staff organization? **6 + 6 = 12**
5. (a) Coordination is not a separate management function. Do you agree? Give reasons for your answer.
(b) Briefly explain any four techniques of coordination. **6 + 6 = 12**

Group - D

6. (a) Discuss *two* possible sources of authority.
(b) What do you mean by 'delegation of authority'? What are the major factors to be kept in mind before such delegation? **4 + (4 + 4) = 12**
7. (a) In what ways authority and responsibility can differ from each other in managerial practices – elaborate.
(b) What is your idea about 'span of management'? Discuss any two factors influencing span of management'. **6 + (2 + 4) = 12**

Group - E

8. “The existence of a variety of communication media does not itself guarantee the success of communication” — comment. **12**

9. Briefly outline the seven elements of McKinsey’s model which lead to success of an organization. **12**

