



Name :

Roll No. :

Invigilator's Signature :

CS/BHM/SEM-7/HM-718/2010-11

2010-11

MANAGEMENT TECHNIQUE

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

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

GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for the following : $10 \times 1 = 10$
 - i) Contingency theory of leadership is given by
 - a) Fiedler
 - b) Taylor
 - c) Smith
 - d) Samuelson.
 - ii) Which one of the following is not used for control ?
 - a) Gantt chart
 - b) PERT/CPM
 - c) Tri-dimensional grid
 - d) BEP/CVP analysis.
 - iii) Leadership through affection & care
 - a) Impersonal
 - b) Paternalistic
 - c) Personal
 - d) Functional.
 - iv) Rigidity in budget making can be overcome by
 - a) Capital budget
 - b) Zero base budget
 - c) Revenue budget
 - d) Flexible budget.



- v) Goals must be
- a) unrealistic
 - b) achievable
 - c) fluctuating
 - d) none of these.
- vi) A mission statement must be
- a) Biased
 - b) Clear
 - c) Unclear
 - d) Ambiguous.
- vii) Which one is not an advantage of decentralization ?
- a) Relief to top management
 - b) Quick decisions
 - c) Motivation of subordinates
 - d) Expensive.
- viii) Laissez-Faire leadership style is
- a) obedient leader
 - b) democratic leader
 - c) positive leader
 - d) free-rein leader.
- ix) MBO stands for
- a) Market by objectives
 - b) Management by objectives
 - c) Market by offer
 - d) Management by offer.
- x) Control not relevant for operations
- a) feedback
 - b) feed forward
 - c) strategic
 - d) none of these.



GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. Differentiate between Leaders and Managers.
3. Define production oriented leader and employee oriented leader.
4. Write in brief path goal leadership theory.
5. Define charismatic leadership and give example.
6. What is centralized and decentralized control ?
7. What do you mean by cost control & cost reduction ?
8. What do you mean by ISO ? Explain.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

9. Write in detail the qualities of a leader.
10. Why are leaders important ? Which leadership style is best according to you and why ?
11. Explain the main responsibilities of Production Manager.
12. Define and explain goal, objectives and mission statement of an organization.
13. Explain the importance of cost reduction and cost control in Indian Hotel Industry. Give example.

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