



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/MHA/SEM-1/MHA-106/2010-11**

**2010-11**

**PRINCIPLES OF MANAGEMENT**

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 any *ten* of the following :

10 × 1 = 10

i) Who is known as father of modern management ?

- |               |                |
|---------------|----------------|
| a) Elton Mayo | b) F.W. Taylor |
| c) CK Prahlad | d) P Drucker.  |

ii) Human Relations School in management was first propagated by

- |               |                |
|---------------|----------------|
| a) Elton Mayo | b) F.W. Taylor |
| c) Max Weber  | d) CK Prahlad. |

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- iii) MBO stands for
  - a) Management by objectives
  - b) Management by objects
  - c) Management by operations
  - d) Management by orders.
  
- iv) Business planning is all *except*
  - a) Function
  - b) Process
  - c) changeable
  - d) Irreversible.
  
- v) Authority, discipline, unity of command and unity of direction are
  - a) Taylor's four principles of management
  - b) Principles of human relations movement
  - c) Elements of Weber's ideal bureaucratic structure
  - d) Four of Fayol's fourteen principles of management.
  
- vi) ..... is the process of using the resources and personnel of an organization in an orderly way to achieve the objectives and long term goals of the organization.
  - a) Planning
  - b) Organizing
  - c) Leading
  - d) Controlling.



- vii) Which of the following is the most common type of departmentalization ?
- a) Customer / Market Departmentalization
  - b) Functional Departmentalization
  - c) Geographical Departmentalization
  - d) Process Departmentalization.
- viii) What is the term used to define the number of subordinates directly controlled by a manager ?
- a) Division management      b) Departmentation
  - c) Investment span          d) Span of management.
- ix) ..... reduces uncertainty.
- a) Negotiating                  b) Planning
  - c) Organizing                  d) Leading.
- x) Which one of the following is a single use plan ?
- a) Budget                          b) Procudure
  - c) Rule                              d) Policy.
- xi) Which one of the following is not a planning premise ?
- a) Internal                          b) Controllable
  - c) Tangible                        d) Remedial.
- xii) Which one of the following is not a source of authority ?
- a) Organizational position
  - b) Competence of a person
  - c) Acceptance by subordinates
  - d) Extra-organizational relation.

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**GROUP – B**

**( Short Answer Type Questions )**

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

2. What are the skills required of a successful manager ?
3. Write a note on contingency approach.
4. What are the prominent findings of the Hawthorne experiment ?
5. Draw and explain the structure of a matrix organisation.
6. Is management a science, or an art ? Give your views.

**GROUP – C**

**( Long Answer Type Questions )**

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

7. Compare the classical and Neoclassical School of Management thought, and indicate their limitations. 15
8. Discuss in detail the various experiments done by Elton Mayo and his team with the conclusion drawn from them. 15
9. What is M B O ? Discuss the process of M B O with process charts. 5 + 10
10. Discuss various steps of planning. How does external factor influence the outcome of best designed plans. Explain. 6 + 9
11. What is organizing ? Give the steps of organizing. Draw a typical organization chart for a large multidisciplinary hospital. 4 + 6 + 5