



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHSM/SUPPLE/SEM-6/HPM-607/2010  
2010**

**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 the following :

10 × 1 = 10

- i) Managerial grid has been developed by
  - a) Reddin
  - b) Elton Mayo
  - c) Blake and Moun-ton
  - d) None of them.
- ii) Management can be considered as
  - a) a pure science
  - b) a social science
  - c) performing art
  - d) both science and an art.



- iii) Grapevine is a type of
  - a) Informal communication
  - b) formal communication
  - c) discrete communication
  - d) classified information.
- iv) A leader who does not regulate the activities of his role and is just like a catalyst is known as a
  - a) Autocratic style                      b) Democratic style
  - c) Laissez-faire style                  d) none of these.
- v) Which one of the following is not an essential element of an effective control system ?
  - a) Rigid                                      b) Flexible
  - c) Simple                                    d) Economical.
- vi) Who is considered as the Father of Modern Management
  - a) George Terry                          b) Henry Fayol
  - c) Harrold Koontz                        d) Chris O'Domell.
- vii) Theory 'X' and theory 'Y' has been popularized by
  - a) Herzberg                                b) Terry
  - c) Gullick                                  d) McGregor.
- viii) Which one of the following can be delegated ?
  - a) Power                                    b) Authority
  - c) Responsibility                          d) Accountability.



- ix) In communication system which of the following can be considered as a barrier ?
- a) Semantics                      b) Language
- c) Distance                      d) None of these.
- x) Need Hierarchy theory in motivation has been advocated by
- a) McGregor                      b) Maslow
- c) Herzberg                      d) Kotler.

### GROUP – B

#### ( Short Answer Type Questions )

Answer any *three* of the following.                      3 × 5 = 15

2. Explain the 'Laissez-faire' as a style of leadership.
3. State the barriers of communication in context to the hospitality industry.
4. Describe in brief the vertical organisational structure.
5. Enumerate briefly the external factors that affect the management of an organisation.
6. Substantiate 'Theory X and Theory Y as Motivational theory in Management.
7. Differentiate between the following :
  - i) Authority and power
  - ii) Accountability & responsibility.

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**GROUP – C**

**( Long Answer Type Questions )**

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

8. Discuss in length the meaning of 'Management is both a science and an art'.
9. State the different types of organisations with examples.
10. Narrate the important functions of management in a Multinational Travel Agency.
11. What is leadership ? Discuss the role of leadership in an organisation.
12. Give your views on the statement — "Control is an integrated action of an organisation." Also state the various types of controls.
13. "Both internal & external factors affect the quality of management in any organisation." Give your views on the statement with examples.

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