



Name :

Roll No. :

Invigilator's Signature :

**CS/HM/SEM-1/BHM-101/2011-12
2011**

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) Which of the following functions requires recruiting and placing qualified personnel for the organization so as to achieve its objectives and goals ?
 - a) Planning
 - b) Organising
 - c) Staffing
 - d) Controlling.
- ii) The Behavioural Approach to management focuses on the
 - a) worker
 - b) manager
 - c) owner
 - d) work itself.
- iii) Who gave the fourteen principles of management ?
 - a) Alderfer
 - b) Mayo
 - c) Fayol
 - d) Odiorne.



- iv) Organization structure primarily refers to
 - a) how activities are coordinated and controlled
 - b) how resources are allocated
 - c) the location of departments and office space
 - d) policy statements developed by the firm.

- v) According to Herzberg, which of the following is a maintenance factor ?
 - a) Salary
 - b) Work itself
 - c) Responsibility
 - d) Recognition.

- vi) Communication begins with
 - a) encoding
 - b) idea origination
 - c) decoding
 - d) channel selection.

- vii) Technological condition is an example of
 - a) external planning premises
 - b) internal planning premises
 - c) controllable planning premises
 - d) all of these.

- viii) Management is
 - a) unidisciplinary
 - b) bilateral
 - c) multi-disciplinary
 - d) none of these.



- ix) Code of ethics means
- a) standard of performance
 - b) social responsibility
 - c) standard rules for everybody in organization
 - d) principal of individual rights.
- x) Who is the propounder of 'Hierarchy theory' ?
- a) Knootz
 - b) Maslow
 - c) O-Donnel
 - d) Allien.
- xi) Appraisal is the evaluation of
- a) quality
 - b) society
 - c) manpower
 - d) organization.
- xii) Conceptual skills are more needed by
- a) functional management
 - b) top management
 - c) middle management
 - d) supervisory management.

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following.

3 × 5 = 15

2. What are the features of planning ?
3. Mention skills required at top level management.
4. Distinguish between a leader and a manager.
5. Write down the limitations of MBO.
6. Why do you think, manpower planning is necessary ?



GROUP - C

(Long Answer Type Questions)

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

7. a) Explain the various steps in the control process.
b) What are the main requirements of an efficient control system ? $8 + 7$
8. a) What do you mean by Line and Staff Organization ?
b) Point out the main causes of line - Staff conflict and discuss the steps which may be taken to improve the line - Staff relationship. $4 + 6 + 5$
9. a) Give an outline of the communication process.
b) Point out the barriers to effective communication.
c) Discuss different steps to be taken to overcome the barriers. $5 + 5 + 5$
10. a) Distinguish between recruitment and selection.
b) Point out the different sources of recruitment.
c) Discuss the different steps involved in the selection process. $3 + 5 + 7$
11. a) What are the objectives of performance appraisal of the employees ?
b) Discuss the methods used for this purpose. $5 + 10$