

2021

(1st Semester)

COMMERCE

Paper No. : BC-102

(Principles of Management)

Full Marks : 70 Pass Marks : 45%

Time : 3 hours

(PART : B—DESCRIPTIVE)

(Marks : 45)

*The figures in the margin indicate full marks
for the questions*

1. (a) Discuss in brief the contingency approach of modern management theories. 9

Or

- (b) Define management. Explain in brief the functional areas of management. 2+7=9

2. (a) Define planning. Discuss the advantages and disadvantages of planning. 2+3½+3½=9

(2)

Or

(b) Discuss the various steps involved in decision making. 9

3. (a) Define organizing. Explain the nature and process of organizing. 2+7=9

Or

(b) Discuss the various methods of departmentation. 9

4. (a) Discuss the Maslow's theory of motivation. 9

Or

(b) What do you mean by communication? Discuss the various barriers to effective communication. 2+7=9

5. (a) Define control. Explain the importance of control. 2+7=9

Or

(b) Discuss the modern techniques to effective control. 9

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(PART : A—OBJECTIVE)

(Marks : 25)

The figures in the margin indicate full marks for the questions

1. Choose the correct answer and place its code in the brackets provided : 1×10=10

(a) Which is not a function as given by Luther Gulick?

(i) Planning

(ii) Organizing

(iii) Directing

(iv) Commanding

[]

(b) The Neo-Classical Theory includes two types of thoughts. One is Human Relations Movement and the other one is

(i) Bureaucratic Model

(ii) Scientific Management

(iii) Behavioural Sciences Movement

(iv) Contingency Approach []

(c) Who is regarded as the Father of Modern Management Theory?

(i) H. Fayol

(ii) F. W. Taylor

(iii) Maslow

(iv) McGregor []

(d) The process of predicting future uncertainties is

(i) decision making

(ii) forecasting

(iii) control

(iv) leadership []

- (e) An organization is viewed as
- (i) behavioural science
 - (ii) pure science
 - (iii) arts
 - (iv) None of the above []
- (f) Which one of the following is a disadvantage of departmentation?
- (i) It creates difficulties of communication among the various departments of the organization.
 - (ii) It creates opportunities for the departmental heads to take initiative.
 - (iii) It provides for fixation of standards for performance appraisal.
 - (iv) None of the above []
- (g) Theory Z of motivational theory was given by
- (i) W. G. Ouchi
 - (ii) McGregor
 - (iii) Maslow
 - (iv) Victor Vroom []

(h) Which one of the following is used to measure the overall efficiency of a concern?

- (i) ROI (Return on Investment)
- (ii) PERT (Programme Evaluation and Review Technique)
- (iii) MIS (Management Information System)
- (iv) Management Audit []

(i) Which one of the following is a modern managerial control technique?

- (i) MIS
- (ii) Budgetary control
- (iii) FIFO
- (iv) LIFO []

(j) One of the important elements of directing process is

- (i) control
- (ii) leadership
- (iii) budget
- (iv) None of the above []

2. State whether the following statements are *True (T)* or *False (F)* by putting a Tick (✓) mark : 1×5=5

(a) Management is both an art and a science.

(T / F)

(b) Experimentation is one of the steps involved in decision making.

(T / F)

(c) The strategies are always executed by the lower level managements.

(T / F)

(d) The motivation-hygiene theory is given by Herzberg.

(T / F)

(e) The plans, policies and goals of an organization are decided by the top management.

(T / F)

(6)

3. Write short notes on the following : 2×5=10

(a) Objectives of management

(7)

(b) Decision making

(c) Distinction between Formal and Informal organization

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(8)

(d) Qualities of a good leader

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(e) Limitations of control
