

MASTER OF BUSINESS ADMINISTRATION
First Semester
PRINCIPLES AND PRACTICE OF MANAGEMENT
(MBA - 101)

Duration: 3Hrs.

Full Marks: 70

Part-A (Objective) =20
Part-B (Descriptive) =50

(PART-B: Descriptive)

Duration: 2 hrs. 40 mins.

Marks: 50

Answer any four from Question no. 2 to 7
Question no. 1 is compulsory.

1. Define the term 'Management'. Write briefly about any six characteristics of Management. Explain the 'Management Process' in an organization with the help of a drawing. (2+3+5=10)
2. Explain different kinds of Managerial skills with the help of a drawing. Justify- "Managers are tangible, but management process is intangible". (6+4=10)
3. What is 'Planning'? Write briefly the steps of a 'Planning Process'. Mention two benefits and two weaknesses of MBO. (2+4+2+2=10)
4. Define "Span of Control". Explain shortly any five factors that influence Span of control in an organization. Justify – "Tall organization structure is necessary if the work is non-repetitive in nature. (2+5+3=10)
5. Explain the differences between 'Power' and 'Authority'. Define Centralization and Decentralization. If you would become the Managing Director of a company, which factors you would feel are important to analyse –to take the right decision about centralization or decentralization way of doing things in your organization? (5+2+3=10)

6. Explain the 'Controlling Process' of an organization in detail. Write shortly on 'different types of Control'. Just mention the names of four 'Control Technique'.
(5+3+2=10)
7. Define Communication. With the help of a diagram - explain the 'Communication Process'. Write on the 'Principles of Co-ordination'.
(2+5+3=10)

6. Which are the characteristics of MBO?

1. Participative decision making
2. Goal specificity
3. No explicit time period
4. Performance feedback

Ans- a) 1,2,3 b) 2,3,4 c) 1,3, 4 d) 1,2, 4

7. Which is not a type of Control Technique?

- a) Budgeting
- b) Personal observation
- c) Promotion
- d) Special Report

8. Which sub-function does not come under Staffing?

- a) Selection
- b) Recruitment
- c) Leadership
- d) Performance Appraisal

9. The right sequence of controlling process is-

1. Take corrective action if deviation takes place.
2. Establish standard.
3. Measure current performance and compare with standard.

Ans- a) 1→2→3 b) 2→3→1 c) 3→2→1 d) 2→1→3

10. Which are the functions come under 'Organizing'?

1. Divide up the work
2. Ensure results.
3. Arrange resources
4. Co-ordinate activities

Ans- a) 1,2, 3 b) 2,3,4 c) 1,3, 4 d) 1,2,4

II. Fill in the blanks:

1×5=5

1. If the "Span of control" is more for a manager, then the organization structure will be _____.

- a) Tall Organization
- b) Flat Organization
- c) Both of them
- d) None of above

2. "Get close supervision" is an advantage of _____.

- a) Tall Organization Structure
- b) Flat Organization Structure
- c) Formal Organization Structure
- d) Informal Organization Structure.

3. The skill which is necessary to make plans, policy, decision, strategy etc. are known as _____.

- a) Human-relation skill
- b) Conceptual skill
- c) Technical skill
- d) None of the above

4. "It provides the space through which the message must pass and hence determines the method used to send the message" is called _____.

- a) Context
- b) Climate
- c) Message
- d) Channel

5. Barrier of communication appears due to too long chain of communication or too big span of control is known as _____.

- a) Badly expressed message
- c) Distrust of communication

- b) Faulty organization structure
- d) Restricting communication

III. Match the following:

1×5=5

SEC-A

SEC-B

- 1. Spokesperson role
- 2. Disseminator role
- 3. Monitor role
- 4. Liaison role
- 5. Figure Head

- A. Analyses the information from both internal & external environment.
- B. Link & coordinate people inside & outside the organization.
- C. Symbolize the organization and what it is trying to achieve.
- D. Clarify the doubts of public whenever & wherever required.
- E. After filtering the information, convey that to the right person.
