

Total No. of Questions: 6

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Enrollment No.....



Faculty of Commerce / Management
End Sem (Odd) Examination Dec-2017
CM3CO01/MS3CO01 Principles of Management
and Practice / Organisational Behaviour

Programme: B.Com.(Hons) / BBA Branch/Specialisation: Commerce / Management

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d.

- Q.1
- i. The principle of management that proposes that "there should be a line of authority from highest to lowest level is known as: **1**
(a) Order (b) Unity of direction
(c) Scalar chain of command (d) None of these
 - ii. What interpersonal role is being performed by the manager who is awarding a gold watch to a retiring employee? **1**
(a) Figurehead (b) Liaison
(c) Spokesperson (d) Disseminator
 - iii. Decisions taken on routine basis are known as: **1**
(a) Programmed decisions (b) Non-programmed decisions
(c) Policy decisions (d) None of these
 - iv. To what time frame do strategic plans relate? **1**
(a) Long term (b) Medium term
(c) Short term (d) Unspecified time
 - v. Which management concept suggests that low importance decisions should be handled by the subordinates so that managers can focus on important matters? **1**
(a) Management by objectives (b) Participatory management
(c) Management by exception (d) None of these

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- vi. The process of dividing the work and then grouping them into units and subunits is known as: **1**
(a) Departmentation (b) Organization structure
(c) Committee (d) None of these
- vii. In a juice making company, the sales manager has set the goal of increasing the sales by 10% in summer season. At the end of season he checks whether the goal has been achieved or not. This function is known as: **1**
(a) Planning (b) Organizing
(c) Leading (d) Controlling
- viii. Theory X and theory Y represent two suppositions about human nature and behaviour at work from which styles of management are adopted. These theories were put forward by: **1**
(a) Mayo (b) Maslow (c) Mc Gregor (d) None of these
- ix. Which of the following forms the basis for the autocratic model of OB? **1**
(a) Leadership (b) Economic security
(c) Power (d) Teamwork
- x. The study of organisational behaviour mainly involves the study of: **1**
(a) Individuals and groups (b) Buildings
(c) Departments (d) None of these
- Q.2 i. "Management is considered to be both an art and science." Explain **2**
ii. Discuss the managerial roles given by Henry Mintzberg. **8**
- OR iii. Explain the following principles of management given by Henry Fayol. **8**
(a) Unity of command
(b) Order
(c) Centralization and decentralization
(d) Initiative

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- Q.3 i. "Planning is Pervasive." Explain **2**
ii. Explain the steps involved in the process of planning. Also write the limitations of planning. **8**
- OR iii. Discuss decision-making process and types of decisions. **8**
- Q.4 i. Define Organizing. **2**
ii. Discuss formal and informal organizations with their organization chart. Also discuss their advantages and limitations. **8**
- OR iii. Explain line and staff organizations by drawing their organization structures. What are the causes of conflict between line and staff managers? **8**
- Q.5 i. Define Directing. **2**
ii. What do you understand by motivation? Explain Maslow's need hierarchy theory of motivation. **8**
- OR iii. Explain the steps involved in a control process. Discuss different types of control. **8**
- Q.6 i. Define Organizational Behaviour. **2**
ii. Explain process of organization behaviour and also write its characteristics. **8**
- OR iii. Explain following models of organizational behaviour. **8**
(a) Autocratic model (b) Custodial model
(c) Supportive model (d) Collegial model

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Marking Scheme

Q.1	i.	(c) Scalar chain of command		1
	ii.	(a) Figurehead		1
	iii.	(a) Programmed decisions		1
	iv.	(a) Long term		1
	v.	(c) Management by exception		1
	vi.	(a) Departmentation		1
	vii.	(d) Controlling		1
	viii.	(c) Mc Gregor		1
	ix.	(c) Power		1
	x.	(a) Individuals and groups		1
Q.2	i.	Management is both an art and science explain-	2 marks	2
	ii.	Managerial roles-	8 marks	8
OR	iii.	Principles of		8
		(a) Unity of command –	2 marks	
		(b) Order –	2 marks	
		(c) Centralization and decentralization –	2 marks	
		(d) Initiative-	2 marks	
Q.3	i.	“Planning is Pervasive.” Explain –	2 marks	2
	ii.	Steps in the process of planning-	6 marks	8
		Limitations of planning –	2 marks	
OR	iii.	Decision-making process-	4 marks	8
		Types of decisions-	4 marks	
Q.4	i.	Define Organizing –	2 marks	2
	ii.	Formal and informal organizations -	2 marks	8
		Organization chart of Formal & informal organizations –	2 marks	
		Advantages and limitations of Formal -	2 marks	
		Advantages and limitations of informal organizations –	2 marks	

OR	iii.	Line and staff organizations –	2 marks	8
		Organization structures of Line and staff –	2 marks	
		Causes of conflict-	4 marks	
Q.5	i.	Define Directing –	2 marks	2
	ii.	Definition of motivation-	2 marks	8
		Maslow's theory –	6 marks	
OR	iii.	Steps in a control process-	4 marks	8
		Types of control-	4 marks	
Q.6	i.	Definition Organizational Behaviour-	2 marks	2
	ii.	Process of organization behaviour-	4 marks	8
		Characteristics of OB –	4 marks	
OR	iii.	Models of organizational behaviour.		8
		(a) Autocratic model –	2 marks	
		(b) Custodial model –	2 marks	
		(c) Supportive model –	2 marks	
		(d) Collegial model–	2 marks	
