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47(1) PRMN 1.4

2012

PRINCIPLES OF MANAGEMENT

Paper : 1.4

Full Marks – 80

Time – Three hours

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

1. (A) Fill in the gaps with appropriate words :

1×5=5

- (i) The responsibility of a — does not decrease with delegation.
- (ii) Gang plank implies — communication.
- (iii) Line organisation represents — relationship.
- (iv) Planning is an — process.
- (v) — is known as father of MBO technique.

[Turn over

(B) Find out the correct answer : $1 \times 2 = 2$

(a) Bureaucratic Model was developed by

(i) Elton Mayo

(ii) Max Webber

(iii) F. W. Taylor

(b) Division of work promotes

(i) specialisation

(ii) inefficiency

(iii) wastage

(c) State whether true or false : $1 \times 3 = 3$

(i) Network technique is used for preparing and controlling the project activities.

(ii) Modern organisation theory was developed in 1947.

(iii) Controls provide a basis for future action.

Explain any five in brief : $2 \times 5 = 10$

(a) Bench marking

(b) Organisation chart

(c) Productwise departmentation

(d) Reengineering

(e) Esprit - de - corps

(f) Unity of Direction

(g) Human Resource Planning.

3. Answer any four questions from the following : $5 \times 4 = 20$

(a) Is management an art or science ? Discuss.

(b) What are the advantages of departmentation ?

(c) Describe the nature of autocratic and democratic styles of leadership.

(d) Explain the functions of middle management.

(e) State the importance of staffing function in an organisation.

(f) State the factors improving morale.

4. Distinguish between any *two* : $8 \times 2 = 16$
- (a) Management and Administration
 - (b) Line organisation and Staff organisation
 - (c) Formal and Informal organisation
 - (d) Delegation and Decentralisation.
5. Answer any *three* from the following : $8 \times 3 = 24$
- (a) What are the causes of conflict between line and staff ? How can this conflict be removed ?
 - (b) What do you mean by controlling ? Explain various steps required in controlling process.
 - (c) What is Budgetary Control ? State three advantages and three disadvantages of Budgetary Control.
 - (d) What is meant by Co-ordination ? Discuss the various techniques for achieving effective co-ordination.
 - (e) What is Motivation ? Critically evaluate Maslow's need hierarchy theory of motivation.
 - (f) What is Planning ? Explain the steps followed in a planning process.