General Instructions:

1. Answers to questions carrying 1 mark may be from one word to one sentence.
2. Answers to questions carrying 3 marks may be from 50 to 75 words.
3. Answers to questions carrying 4-5 marks may be about 150 words.
4. Answers to questions carrying 6 marks may be about 200 words.
5. Attempt all parts of a question together.

1. Principles of management are guidelines to action, but do not provide readymade solutions to managerial problems. Why? (1)
2. Name the processes of grouping the activities of similar nature. (1)
3. Which training method is suitable when workers have to use sophisticated machinery? (1)
4. Maslow defines one of the needs in the need hierarchy as the "desire to become everything one is capable of becoming". Identify the need. (1)
5. The degree of centralisation and decentralisation depends upon the circumstances and situations of enterprise. Which characteristic of principles of management has been highlighted here? (1)
6. In an existing organisation, why is staffing considered a continuous process? (1)
7. Name the concept which relates to forecasting and assessing manpower needs. (1)
8. "Leading, influencing and motivating employees to perform the tasks assigned to them" is an important function of management." Name the function. (1)
9. Which step of the staffing process consists of the selected person occupying position and being introduced to the organisation? (1)
10. Factory owners or managers relied on personal judgment in attending to the problems they confronted in the course of managing their work. Taylor opposed this and suggested a principle. Name the principle. (1)
11. How does a change in the business environment act as a warning signal? (3)
12. Identify the type of plan in each of the following cases. Also give reasons:
   (a) Increase in sales by 20%.
   (b) An employee will retire at the age of 52 years.
   (c) A T.V. company deciding to sell T.V. sets through exchange of old T.V. sets. (3)
13. Which technique of scientific management seeks to determine the amount and frequency of rest intervals in completing a task. Name and explain the technique. (3)

14. Swapnil runs a factory wherein she manufacture shoes. The business has been doing well and she intends to expand by diversifying into leather bags as well as western formal wear. This will enable her to market her business unit as the one shop for working women. Which type of structure would you recommend for the expanded organisation and why? (3)

15. “Controlling helps in improving employee motivation”. Explain. (3)

16. Which source of recruitment provides wider choice of candidates for a vacant position? Explain any three limitations of the source. (4)

17. “Planning helps in achievement of objectives, but at the same time, does not guarantee success.” Discuss. (4)

18. Explain the limitations of the controlling function. (4)

19. “In big organisations, delegation is not required at all.” Do you agree? Give reasons. (4)

20. Ashutosh and Diwakar are working in the same organisation, but in different departments. One day at lunch time, Diwakar informed Ashutosh that due to computerisation some people are going to be retrenched from the organisation. Name the type of communication. State three limitations of the kind of communication. (4)

21. What is the relationship between planning and controlling? Explain. (5)

22. “Management is regarded as a fully developed profession.” Comment. (5)

23. The latest performance appraisal report of KL Ltd shows that Ashok has been able to achieve more than the target performance. His name is displayed on the company notice board along with his achievement.
   (a) Which type of incentive is being used here? (5)
   (b) Name the category.
   (c) Explain any other three incentives in the same category.

24. Explain briefly the dimensions of business environment. (5)

25. Explain the controlling process. (5)

26. In each of the following cases which principle of management as given by Henry Fayol is being violated and how:
   (a) When each division of the company does not have a separate plan of action. (5)
   (b) When a sales manager is not given right to offer discount to a buyer in order to conclude a large sales contract, which will be profitable for the company.
(c) When a manager awards contract for the supply of raw material to a particular supplier, who happens to be his relative ignoring other parties who can supply the same at a cheaper rate.
(d) When the tools are not found at the right place in the company.
(e) When a manager grants one month medical leave to a supervisor with pay and only one week medical leave to accountant.

27. “Success of an organisation largely depends upon its management.” Do you agree? Justify your answer.

28. Explain the selection process.


30. Distinguish between formal and informal organisation on the basis of:
   (a) Flow of communication.
   (b) Purpose.
   (c) Behaviour.
   (d) Authority.
   (e) Leadership.
   (f) Stability