

HERAMB COACHING CLASSES

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SYBCOM / Commerce paper

MARKS: 100

DURATION: 3HOURS

Q.1. (A). Select the most appropriate answer from the options given below: (Any 10) (10)

1. Professional managers place emphasis on _____.
(Results, activities, formalities)
2. _____ principle states that a subordinate should receive order only from one superior.
(Unity of command, unity of directors, order)
3. _____ function of management facilitates SWOT analysis.
(Planning, Organizing, Controlling)
4. The Principle of equity refers to _____.
(Social justice, equality, disparities)
5. Plans need to be _____.
(Flexible, rigid, complicated)
6. _____ is a single use plan.
(Budget, Mission, Rules)
7. _____ is a time-table for activities.
(Schedule, Budget, Procedure)
8. Quality circle is _____ group of employees.
9. There must be _____ between authority and responsibility.
(Equity, similarity, balance)
10. _____ organization is referred as scalar organization.
(Matrix, Line and staff, Line)
11. Span of Control has _____ application.
(Limited, narrow, universal)
12. _____ refers to interpersonal skills.
(Administrative, Conceptual, Human)

Q.1. (B) State whether true or false: (any 10)

(10)

- 1) Management is applicable to business and non-business organisation.
- 2) Professional management approach gives competitive advantage to business firms.
- 3) Managers need not encourage initiative on the part of the employees.
- 4) Competition is a important element of internal environment.
- 5) A budget is a statement of expected results expressed in numerical tremms.
- 6) Under MBO, goals are set in key result areas.
- 7) The informal organisation makes use of grapevine.
- 8) In flat organisation, there are more levels of management.
- 9) Centralisation is the tendency to disperse authority in the organisation.
- 10) Motivation does not improve morale of the employees.
- 11) Body language may have different meaning in different countries.
- 12) An effective needs to be committed and dedicated.

Q.2 Attempt any 2: (15)

- 1) What are the contribution of F.W. Taylor under scientific management?
- 2) Describe Peter Drucker's dimensions of management.
- 3) Critically evaluate F.W. Taylor's scientific management.

Q.3 Attempt any 2: (15)

- 1) Discuss the importance of planning in business organization.
- 2) Describe the steps in MBO PROCESS.
- 3) Explain in brief 8 techniques of decision making.

Q.4 Attempt any 2: (15)

- 1) Discuss the features of line and staff organization.
- 2) Explain the features of matrix organization.
- 3) Explain the barriers of effective delegation.

Q.5 Attempt any 2: (15)

- 1) What are the factors influencing motivation of employees?
- 2) Briefly explain different leadership style.
- 3) Explain in details any three techniques of controlling.

Q.6 Write short note on (any 4): (20)

- 1) 8 principles of management propounded by Henri Fayol.
- 2) Origin of Indian ethos.
- 3) Components of planning.
- 4) Features of MIS.
- 5) Tall and flat organisation.
- 6) Process of controlling.

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