

Total No. of Questions : 3]

SEAT No. :

P3808

[Total No. of Pages : 2

[5616]-1001

B.B.A. (Semester - I)

101 : PRINCIPLES OF MANAGEMENT

(2019 CBCS Pattern)

Time : 3 Hours]

[Max. Marks :70

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Figures to the right indicate full marks.

Q1) Compulsory Questions :

A) Multiple choice questions :

[5]

- a) Management is a \_\_\_\_\_.
  - i) Continuous process
  - ii) Short term process
  - iii) Static process
  - iv) All of the above
- b) 'Father of Human Relations Movement'
  - i) Elton Mayo
  - ii) Peter F. Drucker
  - iii) Fredrick W. Taylor
  - iv) None of these
- c) Unity of command means :
  - i) Parity of authority & responsibility
  - ii) Flow of command from subordinate to superior
  - iii) Flow of command from superior to subordinate
  - iv) Parity in controlling
- d) Delegation is :
  - i) A continuous process
  - ii) Unfolding talents
  - iii) Granting the right to command
  - iv) None of the above
- e) Improving quality through continuous improvements is a characteristic of what type of quality management system.
  - i) Just-in-time
  - ii) six sigma
  - iii) Kaizen
  - iv) Total quality management

P.T.O.

- B) Match the pairs : [5]
- |                   |                            |
|-------------------|----------------------------|
| Administration    | Nawthorn expriements       |
| Elton Mayo        | concentration of authority |
| Espirit-the corps | Creitang willingness       |
| Centralisation    | thinking function          |
| Motivation        | unity is strength          |
- C) Answer in one sentence [5]
- What is meant by management?
  - What is meant by planning?
  - What is scalar chain?
  - What is meant by Ethos?
  - What is forecasting?
- D) Fill in the blanks [5]
- F.W.Taylor is known as Father of \_\_\_\_\_ management.
  - \_\_\_\_\_ involves placing right person at the right job.
  - A process through which authorities and responsibilities are shared between superiors and subordinates is known as \_\_\_\_\_.
  - Flexible reaction to an external conditions leading to emotional & behavioural variations is termed as \_\_\_\_\_.
  - \_\_\_\_\_ is a process in which organisation transfers its daily business operations to an external service provider.

**Q2)** Answer any 3 out of 5 :

- Define the term management. Explain the nature of management. [10]
- Explain in detail Maslow's 'Need Hierarchy Theory' of motivation. [10]
- What are the consequences of stress? [10]
- Explain in detail the process of control. [10]
- What are the advantages of forecasting? [10]

**Q3)** Write short notes (any four) :

- Dhirubhai Ambani : Management practices. [20]
- Difference between Management and administration.
- Barriers in effective delegation.
- Advantages of planning.
- Reasons of out sourcing.
- Nature of decision making.

