BRAINWARE UNIVERSITY

Term End Examination 2023-2024
Programme – B.Sc.(OTT)-2021/B.Sc.(OTT)-2022
Course Name – Principals of Management
Course Code - BOTTC401
(Semester IV)

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group-A
(Multiple Choice Type Question)

1 x 15=15

1. *Choose the correct alternative from the following :*

(i) Which of the following is not a function of management?

   a) Planning

   b) Staffing

   c) Co-operation

   d) Controlling

(ii) Select the right option that describes Management

   a) An art

   b) A science

   c) Both art and science

   d) Neither

(iii) Which of the following statements best describes the principle of Division of work?

   a) Work should be divided into small tasks

   b) Labour should be divided

   c) Resource should be divided among jobs

   d) It leads to specialization

(iv) Extend the phrase- Middle management consists of _____

   a) clerks

   b) foremen

   c) departmental managers

   d) chief executive officer

(v) Explain the meaning of Co-ordination

   a) Organizing activities

   b) Directing activities

   c) Synchronizing activities

   d) Both Organizing activities &Directing activities

(vi) Extend the phrase-Top management works on_____

   a) Budgeting

   b) Corporate plan

   c) Strategic plan

   d) Both Corporate plan &Strategic plan

(vii) Explain the role of the manager and subordinate in Management by Objective (MBO)

   a) Identify Common goals

   b) Defines each individual's major areas of responsibility

   c) Assess the contribution of each of its members

   d) All of these

(viii) Extend the phrase- In MBO, objectives should provide direction to

   a) Managerial activities

   b) Marketing

c) Financing

d) All of these

(ix) Outline the incorrect statement about MBO

a) It acts an effective Performance appraisal tool

b) The superior evaluates the individual concerned

c) It forces the management to plan the activities in a systematic way

d) Better management and improved communication

(x) Extend the phrase- The right to give orders and power to obedient known as

a) Responsibility

b) Accountability

c) Authority

d) Delegation

(xi) Interpret the process of sharing authority by superior to subordinate in one word

a) Delegation

b) Accountability

c) Centralization

d) Responsibility

(xii) Identify the techniques used for forecasting A. Ration Trend Analysis B. Delphi Technique C. Staffing projections

a) A & C

b) B & C

c) A, B & C

d) A & B

(xiii) Outline the approach that is not a common approach to conflict management

a) Avoidance

b) Collaboration

c) Compromise

d) Aggression

(xiv) Identify the conflict management approach that involves finding a solution that benefits all parties involved

a) Avoidance

b) Competition

c) Collaboration

d) Compromise

(xv) Choose the appropriate characteristic of effective conflict management from the following

a) Use of force to win the argument

b) Blaming others for the conflict

c) Active listening

d) Refusal to negotiate

Group-B
(Short Answer Type Questions)
3 x 5=15

2. Recall any two potential benefits and probable limitations of the Laissez-faire Style of Leadership (3)

3. Illustrate Contingency Theory of leadership (3)

4. Explain SWOT Analysis (3)

5. Explain Resistance to Change (3)

6. Develop a few strategies that can help to reduce stress at the organizational level (3)

OR

Construct a short note on key characteristics of effective teams (3)

Group-C
(Long Answer Type Questions)
5 x 6=30

7. Explain the importance of Strategic Management in today's organization. (5)

8. Illustrate the essential tools and techniques of Planning (5)

9. With the help of flowchart, show and explain the steps taken for decision-making (5)

10. Apply the concept of Cost Efficiency to express its importance in a successful and effective style of management (5)

11. Draw a contrast between a Formal Leader and an Informal Leader of an organization (5)

12. "Stress is also a source of inspiration". Construct inferences from the given statement (5)

OR

"When there is stress for any work, it leads to higher performance, when stress is gravest, (5) it reduces employee productivity". Identify the types of stress talked about in the statement

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