

I/BCO (iii) (Revised)

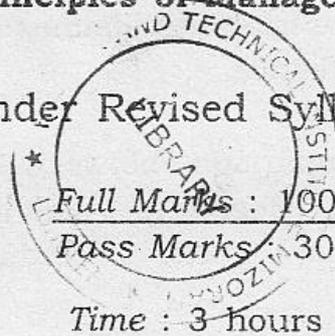
2009

COMMERCE

Paper : BC-1.3

(Principles of Management)

(Under Revised Syllabus)



Full Marks : 100

Pass Marks : 30

Time : 3 hours

(PART : B—DESCRIPTIVE)

(Marks : 60)

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

Answer any **three** questions

1. Describe different schools of management thought.



20

9/7—400/136a

(Turn Over)

(2)

2. "Planning is a pervasive and continuous managerial function involving complex processes of perception, analysis, conceptual thought, communication, decision and action."

Discuss the importance of planning in the light of above statement. 20

3. What is delegation of authority? What are the basic principles of delegation of authority? Suggest practical guidelines to make delegation effective. 4+8+8

4. Make a comparison between theories of Maslow and Herzberg. Which of these theories do you prefer in Indian context? Give reasons. 12+8

5. What are different barriers of communication? What steps can be taken to overcome these barriers? 10+10

6. Explain the importance of controlling in business organisations. Outline the various steps involved in control process. 10+10

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COMMERCE

Paper : BC-1.3

(Principles of Management)

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(PART : A—OBJECTIVE)

(Marks : 40)

The figures in the margin indicate full marks for the questions

SECTION—I

(Marks : 10)

1. Choose the correct answer and put the code in the brackets provided : 1×3=3

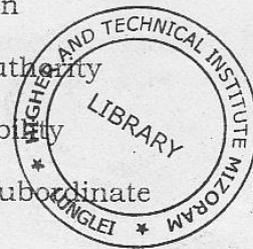
(a) Organising process does not involve which one of the following elements?

(i) Departmentation

(ii) Delegation of authority

(iii) Fixing responsibility

(iv) Appraisal of a subordinate



(2)

(b) According to Maslow's need hierarchy theory, which of the following sequences is correct?

(i) Physiological, safety, social, esteem, self-actualisation

(ii) Physiological, safety, esteem, social, self-actualisation

(iii) Physiological, social, safety, esteem, self-actualisation

(iv) Physiological, esteem, safety, social, self-actualisation

[]

(c) Which one of the following statements is true?

(i) Planning is backward looking

(ii) Planning provides base for control

(iii) Planning is just the reverse of control

(iv) Planning and control are not related

[]

2. Indicate *True (T)* or *False (F)* by a Tick (✓) mark : 1×3=3

(a) Unity of Command means that a person should get orders and instructions from only one superior.

(T / F)

(b) According to Mintzberg, managers perform ten different highly interrelated roles.

(T / F)

(c) Directing function is related to employment of personnel in the organisation.

(T / F)

3. Fill in the blanks :

1×4=4

(a) Motivation-Hygiene theory was propounded by

.....

(b) Managerial grid has been developed by

.....

(c) communication flows from a subordinate position to a superior position.

(d) theories of leadership consider personal qualities that differentiate leaders from non-leaders.

(4)

SECTION—II

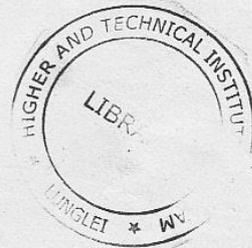
(Marks : 30)

4. Write short notes on the following in not more than
5 sentences each : 3×10=30

(a) Management by objectives

(5)

(b) Fayol's administrative theory



(6)

(c) Bounded rationality

(7)

(d) Functional areas of business

(8)

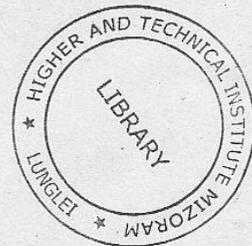
(e) Managerial roles

(f) Theory X and theory Y

(10)

(g) Leadership styles

(h) Communication process



(12)

(i) Techniques of controlling

(i) Decentralisation
