

TIME: 3 HOURS

MARKS: 100

N.B: - 1) All Questions are Compulsory  
2) Figures to the right indicate full marks

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

1. \_\_\_\_\_ involves transfer of messages from one person to another.  
(Communication, Leading, Motivating, Team Work)
2. \_\_\_\_\_ is the ratio of returns to costs.  
(Efficiency, Harmony, Supervision, Consultative)
3. Under \_\_\_\_\_ leadership, leaders not only consult the subordinate but also allows them to take part in decision-making.  
(Participative, Consultative, Autocratic, Sociocratic)
4. Job \_\_\_\_\_ involves providing more challenging tasks and responsibilities.  
(Security, Enlargement, Enrichment, Training)
5. \_\_\_\_\_ is required when conflict arises.  
(Communication, Coordination, Cooperation, Conciliation)
6. Job Dissatisfying factors are also called as \_\_\_\_\_ factors.  
(Motivation, Hygiene, Delegation, Career Development)
7. \_\_\_\_\_ techniques are used for the purpose of planning and scheduling activities.  
(Comprehensive, Network, Prompt, Balance scoreboard)
8. \_\_\_\_\_ refers to self-directed control.  
(Break-Even, MBO, Supervision, Self-control)
9. The \_\_\_\_\_ approach is followed when the environment is relatively unstable in nature.  
(Strategic momentum control, Internal Analysis, Comprehensive Analysis, Strategic Leap Control)
10. \_\_\_\_\_ refers to the disagreement over the attainment of goals.  
(Organizational Development, Organizational Change, Organizational Conflict, Time Management)
11. \_\_\_\_\_ is the study of social transaction between people.  
(Career Development, Transactional Analysis, Managerial Grid, Process Consultation)
12. OD is usually described as \_\_\_\_\_ oriented.  
(Present, Past, Future, Contingency)

**B) State whether the Following Statements are TRUE or FALSE (Any 10) (10)**

1. Leading is an act of influencing subordinate towards the attainment of desired objectives.
2. Communication is a basic tool to motivate and improve the morale of the employees.
3. Transactional leadership is also known as managerial leadership.
4. Theory Y assumes people are not creative.
5. Status or Job Title is one of the monetary factors.
6. Controlling refers to identifying the set of alternatives and select the best alternative course of action.
7. Quality Control ensure product quality as per the standards laid down.
8. MBO involves subordinate manager in planning and controlling activities.
9. In Downward Communication authority flows from higher to lower levels in the organization.
10. Team building techniques of OD focuses on informal groups.
11. Information technology is the only reason for organizational change.
12. Avoiding results in win-lose situation.

**Q.2) Answer the Following (Any 2) (15)**

- a. Explain the meaning and importance of Communication.
- b. Evaluate the different qualities of a good leader.
- c. Describe the Path-Goal Model of Leadership

**Q.3) Answer the Following (Any 2) (15)**

- a. Coordination is an essence of management. Discuss
- b. Elaborate the various monetary and non-monetary factors of motivation.
- c. State Briefly the Need Hierarchy Theory advocated by Abraham Maslow.

**Q.4) Answer the Following (Any 2) (15)**

- a. State any five techniques of controlling.
- b. Explain the requirements of an effective control system.
- c. Describe the various steps of Management Information System (MIS)

**Q.5) Answer the Following (Any 2) (15)**

- a. What are the various challenges faced in organizational growth and development?
- b. Write a note on effective Time Management.
- c. Describe the positive and negative consequence of conflicts.

**Q.6) Write Short Notes on: (Any 4) (20)**

- a. Importance of Directing
- b. Leadership Styles
- c. McGregor's Theory X and Theory Y
- d. Need for managing information
- e. Enterprise Resource Planning (ERP)
- f. Management of Change