



No. of Pages - 06

No of Questions - 08

SCHOOL OF ACCOUNTING AND BUSINESS
BSc. (APPLIED ACCOUNTING) GENERAL / SPECIAL DEGREE
PROGRAMME

YEAR I SEMESTER II (Intake IV – Group A)
END SEMESTER EXAMINATION – APRIL 2016

MGT 10125 Principles of Management

Date : 10th April 2016
Time : 9.00 a.m. - 11.30 a.m.
Duration : Two and a half (02 ½) hours

Instructions to Candidates:

- Paper consists of Three Sections (A, B, and C).
- Section A - Answer **ALL** questions in the sheet provided.
Section B - Answer **any four (04) questions** given in this section.
Section C - Answer **any one (01) question** given in this section.
- The candidates are supposed to present their answers for the particular questions under the three section names.
- Answers should be written neatly and legibly.

Section A

Answer **ALL** questions

Answer **all ten (10) multiple choice questions** given in this section.

1. Managers at all three levels of management require different kinds of skills to perform the functions associated with their jobs. A major difference in the skill requirements between middle level and top-level managers is that
 - a. Top managers must generally be more skilled than middle managers in every respect.
 - b. Top managers require better interpersonal skills but less conceptual skills than middle managers.
 - c. Top managers generally require better technical and interpersonal skills than middle managers.
 - d. Top managers generally require higher level conceptual skills but less technical skills than middle managers.
2. Authority, discipline, unity of command, and unity of direction are:
 - a. Taylor's four principles of management.
 - b. Principles of the human relations movement.
 - c. Elements of Weber's ideal bureaucratic structure.
 - d. Four of Fayol's fourteen principles of management.
3. Division of labor, hierarchy of authority, formal selection, formal rules and regulations, impersonality, and career orientation are the all features of:
 - a. Max Weber's ideal type bureaucracy.
 - b. General administrative theory.
 - c. Fayol's principles of management.
 - d. Taylor's principles of scientific management.

4. _____ is the form of departmentalization that groups similar jobs and activities into departments.
- a. A product structure
 - b. Divisional structure
 - c. A matrix structure
 - d. A functional structure
5. Which of the following is not a basic function of the management process?
- a. Controlling
 - b. Organizing
 - c. Working
 - d. Leading
6. The resources within an organization, used to achieve its goal, make up the _____ of a business.
- a. External environment
 - b. Internal environment
 - c. Social responsibility
 - d. Workers' motivation
7. A manufacturing company has divided its departments into pattern-making, fabric cutting, and fabric colouring. What type of departmentalization is this?
- a. Geographic departmentalization
 - b. Process departmentalization
 - c. Matrix/Project departmentalization
 - d. Functional departmentalization
8. Which source of power is based on an individual's knowledge, special skills, abilities, or previous experience?
- a. Referent power
 - b. Expert power
 - c. Referent power
 - d. Legitimate power

9. Leaders who inspire followers to transcend their own self-interests for the good of the organization, and are capable of having a profound and extraordinary effect on followers are the _____ leaders.
- a. Transactional
 - b. Transformational
 - c. Democratic
 - d. Autocratic
10. Getting work done with a minimum effort, expense, or waste is the definition of _____.
- a. Management
 - b. Planning
 - c. Efficiency
 - d. Effectiveness

(Total 20 Marks)

Section B

Answer **any four (04) questions** given in this section.

Question No. 01

- i. Distinguish between ‘Human Relations’ and ‘Scientific Management’ approaches to management.

(07 Marks)

- ii. “Diverse manager activities can be organized into ten roles.”

Define five different roles that managers perform in organizations, with examples.

(08 Marks)

(Total 15 Marks)

Question No. 02

- i. Briefly describe key steps in the strategic planning process.
(07 Marks)
 - ii. By defining organizational vision and mission, state the advantages of preparing a mission statement for an organization.
(08 Marks)
- (Total 15 Marks)**

Question No. 03

- i. What are the main elements of organizational structure?
(07 Marks)
 - ii. Briefly explain the 'Network Structure' with its advantages and limitations.
(08 Marks)
- (Total 15 Marks)**

Question No. 04

“Successful organizations always anticipate and undergo changes in their environment.”

- i. Define organizational change.
(02 Marks)
 - ii. Explain four (04) reasons for employee resistances to organizational change.
(05 Marks)
 - iii. Discuss the methods that organizations can use to manage the resistances to organizational change.
(08 Marks)
- (Total 15 Marks)**

Question No. 05

- i. Briefly explain ‘servant leadership’ and ‘transformational leadership’ and their importance to contemporary organizations.

(07 Marks)

- ii. For an organization to be successful, it has to ensure that there is an effective control system in place.

Explain five (05) control techniques used by managers in organizations.

(08 Marks)

(Total 15 Marks)

Section C

Answer **any one (01) question** given in this section

Question No. 01

“Motivation is one of the most important factors determining organizational efficiency. Every employee of the organization cannot be motivated by using the same method.”

Critically evaluate the above statement by using relevant theories of motivation.

(Total 20 Marks)

Question No. 02

Assume that you are an owner of a small restaurant. What kind of concurrent controls you suppose to use to ensure that the restaurant is providing its customers with the highest level of quality foods and service? In addition, what feedback controls could be useful? Justify your answers.

(Total 20 Marks)