

Term End Examination, December, 2018
Diploma in Office Management
DOM – 01: Management Principles and Application

Total Marks: 100

Duration: 3 Hrs.

Answer all questions from Group – 'A', any four questions from Group- 'B', any four questions from Group- 'C', and any two questions from Group- 'D'

Group A

(1 X 10= 10 Marks)

Q.1 Answer any five of the following:

- i. _____ is defined as getting work done through others.
- | | |
|---------------|-----------------|
| a. Management | d. Strategizing |
| b. Planning | e. Controlling |
| c. Organizing | |
- ii. A manager striving to improve organizational _____ is accomplishing tasks that help achieve organizational objectives.
- | | |
|------------------|-----------------|
| a. efficiency | d. synergy |
| b. effectiveness | e. productivity |
| c. functionality | |
- iii. A manager engaged in the management function of _____ is determining organizational goals and the means for achieving them.
- | | |
|---------------|-------------------------------|
| a. planning | d. human resources management |
| b. organizing | e. controlling |
| c. leading | |
- iv. The goal of scientific management is to _____.
- | | |
|---|---|
| a. make sure workers did not consider their work boring or repetitive | d. find the one best way to perform each task |
| b. decreased wages for individual workers | e. find different ways to motivate workers |
| c. eliminate conflict between workers and management | |
- v. At about the same time as management theorists were developing scientific management principles in the United States, Max Weber was in Europe developing _____.
- | | |
|-------------------------------|----------------------------|
| a. human relations management | d. contingency management |
| b. group dynamics theory | e. bureaucratic management |
| c. systems management | |
- vi. _____ is best known for developing the five functions of managers and the fourteen principles of management.
- | | |
|-------------------|------------------------|
| a. Henri Fayol | d. Elton Mayo |
| b. Max Weber | e. Mary Parker Follett |
| c. Frank Gilbreth | |

- vii. According to human relations management ____.
- a. success follows from strict adherence to the chain of command principle
 - b. effective managers must be able to perform all four managerial functions simultaneously
 - c. success depends on treating workers well
 - d. efficiency equals organizational success
 - e. people are simply extensions of the machines they operate
- viii. Planning is ultimately based upon ____.
- a. how a planner deals with bounded rationality
 - b. choosing a goal and developing a method or strategy to achieve that goal
 - c. the relationship between organizational line and staff personnel
 - d. whether the mission statement is internally or externally oriented
 - e. the personality type of the individual engaged in planning
- ix. According to the S.M.A.R.T. guidelines, goals should be ____.
- a. Service-oriented
 - b. Measurable
 - c. Rational
 - d. Tactical
 - e. Actionable
- x. The basic control process of business begins with ____.
- a. benchmarking
 - b. the establishment of clear standards of performance
 - c. the comparison of actual performance to expected performance
 - d. problem identification
 - e. determining what corrective action will be if actual performance does not equal or exceed expected performance

Group B

Q.2 Answer any 4 out of 6 questions in not more than 50 words each. (5 X 4 = 10 Marks)

- a) Define efficiency and effectiveness and explain their relationship to the process of management.
- b) List the four principles of scientific management.
- c) Identify the basic steps followed in the management by objectives (MBO) process.
- d) What is the difference between honesty and integrity? How is each relevant to effective leadership?
- e) List the steps in effective planning.
- f) Briefly explain the difference between transformational and transactional leadership.

Group C

Q.3 Answer any 4 out of 6 questions in not more than 200 words each. (10 X 4 = 40 Marks)

- a) What did Henri Fayol mean when he argued that “the success of an enterprise generally depends much more on the administrative ability of its leaders than on their technical ability”?

- b) Give an example of one well-known needs theory. Be sure to identify the needs described by that theory.
- c) Briefly identify the difference between the formal and informal communication channels in an organization.
- d) Define the terms decision making and rational decision making. Briefly differentiate between them.
- e) Describe goal-setting theory. Briefly identify the theory's basic components.
- f) List and briefly identify traits that differentiate leaders from non-leaders.

Group D

Q.4 Answer any 2 out of 4 questions in not more than 250 words each. (15 X 2 = 30 Marks)

- a) A daughter of a well-known financier is currently in her first year of college but has decided that she definitely wants to earn an MBA as soon as possible after earning her four-year college degree. Outline the steps in effective planning and use these planning guidelines to develop an appropriate plan for her.
- b) Define constructive and destructive feedback. Briefly describe the impact when a manager uses each of these to communicate with a work group.
- c) Top managers are responsible for (1) creating a context for change, (2) developing attitudes of commitment and ownership, (3) creating a positive organizational culture through words and actions, and (4) monitoring their company's business environment. Of these four dimensions, which ones do you think can also be significantly impacted by the day-to-day actions of middle managers, first-line managers, and team leaders? Explain the rationale for your answer.
- d) What does management research say about who leaders are and what leaders do? What is the best leadership style for all situations and employees? Provide an example of a leader that you know of or have worked with and explain how this individual demonstrates some of the typical characteristics and behaviors identified by management research as typical of leaders.
