

TERM END EXAMINATION - JUNE 2019

Diploma in Office Management (DOM)

Management Principles and Applications

Time - 3 Hours

Full Marks - 100

(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'

Q. No. 1 (Answer *all the* questions, each *within one or two sentences*) Marks: 1 × 10 = 10

- What is the basic significance of planning?
- Why is effective communication important to the manager?
- Is it possible to be both a task-oriented and people-oriented leader?
- How can reverse logistics cater to a green supply chain strategy in the future?
- What are the differences between Maslow and ERG theory of motivation?
- What do you mean by "systems approach"?
- Write a short note on motion study.
- What are the factors that govern the degree of decentralization in an organization?
- "Management is the art of getting things done through and with people in formally organized groups." Explain
- Does money play any role in motivating people? Explain.

Group 'B'

Q. No. 2 (Answer *any four* questions each *within 100 words*) Marks: 5 × 4 = 20

- Discuss the merits and demerits of planning
- Explain the elements of the communication process.
- State the main factors that are likely to affect resistance to management control systems, and their successful implementation.
- Describe the role of the Internet in managing supply chains in the future.
- Who introduced the concept of managerial skills? Do you agree that a lot of technical skill is required by the top management of an organization?
- "Delegation is the key to administrative effectiveness". Elucidate.

Group 'C'

Q. No. 3 (Answer *any four* questions each *within 200 words*) Marks: 10 × 4 = 40

- Explain briefly the steps involved in planning process
- Explain decision making & the steps involved in it.
- "Leadership is the driving force which gets things done." Explain.
- Comment on five main leadership positions depicted in management grid. Which one would you advocate and why?
- Give your own views on the controversial nature of management control.
- "For business to be sustainable, and even profitable, our planet has to be sustainable". This realization has hit businesses perhaps the hardest in recent times. Comment.

Group 'D'

Q. No. 4 (Answer *any two* questions each *within 300 words*) Marks: 15 × 2 = 30

- What is meant by Management by Objectives? Discuss its advantages & limitations.
- An individual cannot be motivated externally until the individual is not ready internally. Do you agree or disagree? Give reasons for your answer.
- Why is informal channel of communication called, a grapevine? Should managers use the grapevine or rely on formal channels?