

Term End Examination – December, 2017
Program Title: Diploma in Office Management
Course Title: Management Principles and Applications
Course Code: DOM-01
(Session 2017-18)

Time – 3 hours

Full Marks – 100

Answer any four questions from Group –‘A’, any two questions from Group –‘B’ and any three questions from Group –‘C’.

Group ‘A’
(Answer any 4 questions within 100 words)

Q. No. 1

Mark: 5x4=20

- (a) Why do we need managers in organisations?
- (b) What is ‘managerial roles’?
- (c) Explain the term ‘management’ in your own words.
- (d) Differentiate between delegation and de-centralization.
- (e) What is the importance of ‘decision-making’?
- (f) What do you mean by leadership?
- (g) Mention the prerequisites of effective control system.

Group ‘B’
(Answer any 2 questions within 250 words)

Q. No. 2

Mark: 10x2=20

- (a) Is management a science or an art?
- (b) Explain the features or characteristics of planning.
- (c) Discuss different types control system.

Group ‘C’
(Answer any 3 questions within 500 words)

Mark: 20x3=60

- Q. No. 3 What do you mean by motivation? Describe how motivation boosts the productivity.
- Q. No. 4 Explain the process of communication. How can you overcome the barriers to effective communication?
- Q. No. 5 Discuss different types of organisation structure. Which type of structure you like most?
- Q. No. 6 What do you mean by MBO? What are its advantages and limitations?
- Q. No. 7 ‘Leaders are managers, but all managers are not necessarily leaders’. Comment.
- Q. No. 8 Explain the steps of control process in detail with example from industry.
