

Term End Examination : June - 2018
DIPLOMA IN OFFICE MANAGEMENT (DOM)
Management Principles and Applications

Time: 3 hours

Full Marks: 100

Read the instructions carefully before attempting questions from each group.

GROUP – A

Q.No. 1. Answer all questions selecting the right options. Each carries 1 Mark [1 X 10 = 10]

- i. Management is
 - a) a continuous process
 - b) consisting of many unrelated activities
 - c) only concern about physical resources
 - d) tangible

- ii. Who prepares departmental plans and goals
 - a) Top level management
 - b) Middle Level Management
 - c) Lower Level or Supervisory Level Management
 - d) None of the above

- iii. Interpersonal relationship is
 - a) Technical skill
 - b) Conceptual skill
 - c) Human skill
 - d) None of the above

- iv. Which managerial role is responsible for the motivation and activation of subordinates
 - a) Disseminator
 - b) Figure head
 - c) Leader
 - d) Negotiator

- v. Importance of informal groups in organizations is highlighted by
 - a) Fayol
 - b) Gulick
 - c) Taylor
 - d) Mayo

- vi. Which approach guides the manager to be adaptive to environment?
 - a) Behavioural approach
 - b) System approach
 - c) Human Relation approach
 - d) Contingency approach

- vii. _____ is a selection of a course of action from among alternatives
 - a) staffing
 - b) directing
 - c) Delegating
 - d) decision making

- viii. When the power is given to take decision with responsibility and accountability to the persons performing jobs, it is called
 - a) Centralization
 - b) Decentralization
 - c) Departmentalization
 - d) Decision making

- ix. According to Herzberg, Growth is a
- | | |
|-----------------------|---------------|
| a) Hygiene factor | c) Motivator |
| b) personality factor | d) non-factor |
- x. _____ cannot be delegated
- | | |
|-------------------|----------------------|
| a) Authority | c) Work |
| b) Responsibility | d) None of the above |

GROUP – B

Q.No. 2. Answer any 4 (four) questions each within 50 words. Each carries 5 marks [5 X 4 = 20]

- a) Explain whether management is a science or an art?
- b) What is human skill?
- c) What is unity of command?
- d) Explain MBO.
- e) What is accountability?
- f) What is grapevine in communication?

GROUP – C

Q.No.3. Answer any 4 (four) questions each within 200 words. Each carries 10 Marks [10 X 4 = 40]

- a) Discuss the scope and importance of management.
- b) Identify the benefits and limitations of planning.
- c) Explain the concept of decentralization. Discuss the advantages and disadvantages of decentralization.
- d) Discuss the steps in MBO process.
- e) Explain ERG theory of motivation
- f) Discuss the barriers to communication.

GROUP – D

Q.No.4. Answer any 2 (two) questions each within 250 words. Each carries 15 Marks. [15 X 2 = 30]

- a) Discuss Henry Mintzberg's classification of different roles performed by managers in business organizations.
- b) Discuss the need and importance of delegation.
- c) Critically analyse Maslow's theory of motivation.
- d) Describe the steps of decision making process.

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