

(F.Y) BHM-103 Principal of Management
T-74

14/05/2012
May-2012

T74/V74/BHM103/BTH321/EE/20120514

Time : Three Hours

Marks : 80

Instructions for the candidates :

- 1) All questions are **compulsory**.
- 2) Draw suitable diagrams and sketches wherever necessary.
- 3) Assume suitable data if necessary.
- 4) Figures to the right indicate full marks.

1. Answer **any eight** of the following questions in about 25 to 30 words each. 16

- a) What is a human skill?
- b) What do you mean by business objectives?
- c) What is social responsibility?
- d) What is staffing?
- e) Define the term, planning.
- f) What is meant by business communication?
- g) What are social needs?
- h) Define the term, delegation.
- i) Why is management a dynamic process?
- j) Define quality control.
- k) List any two reasons for the need of staffing .
- l) Define 'selection'.

2. Answer **any four** of the following questions in about 40 to 45 words each. 12

- a) Explain the importance of coordination.
- b) Explain the social responsibility of an organization towards its consumers.
- c) How will you forecast manpower in an organization?
- d) What is the role of leadership in group decision making?
- e) What do you mean by SWOT analysis?
- f) What are the different types of standards in an organization required for controlling productivity?

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3. Answer **any four** of the following questions in about 40 to 45 words each. 12
- a) Explain the process of MBO.
 - b) Write a note on the line and staff organization.
 - c) Differentiate between decentralization and delegation.
 - d) What are the advantages of bureaucracy?
 - e) Explain the contingency approach.
 - f) What are the objectives of quality control?
4. Answer **any two** of the following questions in about 80 to 90 words each. 12
- a) What do you mean by job description and job specification?
 - b) What are the differences between an ill-structured versus a well-structured problem?
 - c) What are the principles of 'effective planning'?
5. Answer **any two** of the following questions in about 80 to 90 words each. 12
- a) What are the advantages and disadvantages of group decision making?
 - b) What are the principles of coordination?
 - c) What do you mean by an organizational climate?
6. Answer **any two** of the following questions in about 100 to 120 words each. 16
- a) State and explain in brief, the prerequisites of an effective control system.
 - b) What is the need for training and development in a hotel? What are the steps in a training programme?
 - c) Write a note on the 'trait theory of leadership'.

