Time: 3 hours

Marks 100

Note: 1. Answer to all questions are compulsory.

2. Figures to the right indicate full marks.

Q.1 (A) Fill in the Blanks with suitable options (Any 10)   10 marks

1. Good communication in professional relationships reduces _____
   (Goals, Conciliation, Conflicts, Co-operation)

2. _____ gives employees more freedom and relaxed working environment. (Theory X, Theory Y, Need hierarchy, Two factor theory)

3. _____ leadership is based upon a system of rules for management and decision making.
   (Bureaucratic, Situational, Paternalistic, Transformational)

4. _____ means regaining a relationship by pleasant behaviour.
   (Coercion, Oppression, Conciliation, Repercussion)

5. _____ is necessary to achieve organisational growth and development.
   (Innovation, Stress, Mistrust, Diversion of energy)

6. Under _____ leadership, a leader alone takes decision.
   (Autocratic, Sociocratic, Democratic, Participative)

7. _____ is a time network analysis system.
   (PERT and CPM, Management Audit, Break Even Analysis, MBO)

8. _____ resistance is based on disagreement with the facts, rational reasoning, logic and science.
   (Logical, Psychological, Organizational, Sociological)

9. _____ leaders used rewards and punishment to gain compliance from followers.
   (Transactional, Transformational, Consultative, Laissez faire)

10. _____ technique of control analyses cost volume profit relationship.
    (Break-even, Self -Control, MBO, MIS)

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11. _____ needs also refers to ego needs.
    (Safety, Self-actualization, Social, Esteem)

12. _____ emphasis on autocratic style of leadership.
    (Theory X, Theory Y, Transformational leadership, Need hierarchy theory)

Q.1 (B) State whether the following sentences are true or false: (Any 10)   10 marks

   1. Motivation is necessary to enhance productivity.

   2. An effective leader may not have self-confidence.

   3. Conciliation is also possible through third party intervention.

   4. In MBO, the superior and subordinate managers jointly define goals.

   5. Theory Y assumes that people prefer strict control.

   6. Financial accounting is not an area of ERP.

   7. Budgets help to control cost.

   8. Lack of trust many times leads to conflicts.

   9. Delegation of authority may not always leads to motivation.

   10. Organizational development always results into employee development.

   11. Time management helps saving the cost of project.

   12. Compromising is one of the strategies for conflict management.

Q.2 Answer any two of the following: 15 marks

a. What is Communication? Explain the steps in the process of two way communication.

b. What is Leadership? Explain the qualities of an effective leader.

c. State the ethical issues involved in use of social media for communication.

Q.3 Answer any two of the following: 15 marks

a. Discuss co-operation v/s conciliation.

b. What are the non-financial and financial motivators?

c. Explain two factor theory of motivation.

15 marks

Q.4 Answer **any two** of the following:

a. Discuss strategic v/s operational technique of controlling.

b. Explain the following techniques of controlling

i) Management Audit. ii) PERT &CPM iii)Self-control.

c. What is Enterprise Resource Planning? Explain its scope.

15 marks

Q.5 Answer **any two** of the following:

a. Explain various challenges faced by management in organizational growth and development.

b. What is Organizational change? Explain the reasons for change.

c. What is Organizational conflict? Discuss causes of conflicts.

20 marks

Q.6 Write short notes on: **(Any four)**

a. Barriers to communication

b. Path goal theory of leadership

c. Coordination as the essence of management

d. Developing modern MIS

e. Reasons for resistance to change at organizational level

f. Time management

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