

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. What are the characteristics of management?
2. What is the importance of planning?
3. Describe the techniques of effective Co-ordination?
4. What are the principles of effective Communication?
5. What is meant by MBE? State its uses.
6. Distinguish between management and Administration.
7. State the different techniques of control.
8. Describe the Communication process.

Answer any FIVE questions.

All questions carry equal marks.

9. Describe the different roles which a manager plays in an organisation.
10. Outline the Contributions of F.W. Taylor.
11. Discuss various theories of leadership.
12. Distinguish between delegation, decentralisation and centralisation. Explain their pros and cons.
13. Define Co-ordination. Describe the various techniques of co-ordination.
14. What are the barriers to effective Communication? Give suggestions to overcome the barriers.
15. What do you mean by controlling? Describe the controlling process with suitable examples.
16. Describe the functions and qualities of a good supervisor.

[Compulsory]

Case study

17. In a leading university, the average qualification of its employees is any U.G. degree. Most of the non-teaching staff have P.G./Ph.D. qualifications. As a result, highly qualified non-teaching staff feel that they too are qualified to teach P.G. Programmes in their respective specialisations. As per the requirements for teaching positions, most of them are fully qualified to compare for teaching positions. But, when they appear for interview, very rarely they are selected for teaching positions. This creates a kind of demotivation among such employees.

Analyse the case critically and suggest suitable solution to the university.

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