

**Maria College of Engineering and Technology, Attoor**

**Department of M.Sc COMPUTER TECHNOLOGY**

**Academic Year: 2013-2014 (Even)**

**PRINCIPLES OF MANAGEMENT**

**Two Mark Questions**

**UNIT-1**

**1. What is Management?**

**Management is the process of giving direction and controlling the various activities of the people to achieve the objectives of an organization.**

**2. Write some important function of top level management?**

- ❖ **To formulate goals and policies of the compant**
- ❖ **To formulate budgets**
- ❖ **To appoint top exectives**

**3. What are the management levels?**

- ❖ **Top level management**
- ❖ **Middle level management**
- ❖ **Lower level management**

**4. Write the two functions of middle level management?**

- ❖ **To train,motivate and develop supervisory level**
- ❖ **To monitor and control the operations performamance.**

**5. Write the functions of management?**

- ❖ **Planning**
- ❖ **Organizing**
- ❖ **Staffing**
- ❖ **Coordinating**
- ❖ **Controlling.**
- ❖

**6. What is Joint Stock Company?**

**Joint Stock Company is association of many persons who contribute money worth to common stock and emploxnion source trade and also share the profit and losses.**

**7. What is private limited company?**

**A private limited company is a company which has a minimum paid up capital be prescribed.**

**8. What is sole trading?**

**Business unit which is owned and controlled by a single individual is known as a sole trading.**

**9. What is a social responsibility?**

**Society is the parts of the management to interact actions wither to protect social interest a society.**

**10. What is partnership?**

**A partnership is an association of two or more persons to carry on business and to share its profit and losses.**

**11. What is a co-operative society?**

**It is a voluntary association of persons for mutual benefit and it aims is accomplished through self help and collective effort.**

**12. Write any two points favor for management as a science?**

- ❖ **Management principle should be verifiable**
- ❖ **Reliable basis for predicting future.**

**13. What are the rules of management in organization?**

- ❖ **Management helps indetermination of the objectives of an organization**
- ❖ **Economic and social development takes place through management.**

**14. Write Fayol's fourteen principles of management.**

- 1. Division of work**
- 2. Authority and responsibility**
- 3. Discipline**
- 4. Unity of command**
- 5. Unity of direction**
- 6. Individual interest to general interest**
- 7. Remuneration**
- 8. Centralization**
- 9. Scalar chain**
  
- 10. Order**
- 11. Equity**
- 12. Stability**
- 13. Initiative**
- 14. Esprit de corps**

**15. What is authority?**

**It is the power given to a person to get work from his subordinates.**

**UNIT-2**

**1. Define planning?**

**Planning is the process of selecting the objectives and determining the course of action required to achieve these objectives.**

**2. What are the objectives of planning?**

- **Planning is a primary function of an organization**
- **It helps in achieving objectives**
- **It is done to cope with uncertainty and change**
- **It helps in facilitating control**
- **It helps in coordination**
- **Planning increases organizational effectiveness**
- **Planning guides in decision making.**

**3. Define objectives?**

**The terms “objectives” or “goals” are often used interchangeably. Objectives are the end results towards which the activities of firm are aimed or directed.**

**4. What is meant by strategy?**

**Strategy of an organization is the programs of action and deployment of resources to attain its objectives.**

**5. Define budgets?**

**A budget is a statement of expected results in numerical terms and therefore, it may be referred as a numerical programme.**

**6. State any two approaches of objectives?**

- **Top-down approach**
- **Bottom-up approach**

**7. What is MBO?**

**MBO is a process whereby the superior and the subordinate managers of an enterprise jointly identify its common goals, define each in terms of results expected of him, and use these measures as guides for operating the unit and the contribution of each of its member is assessed.**

**8. What is meant by “strategy”?**

**A Strategy may also be defined as a special type of plan prepared for meeting the challenge posted by the activities of competitors and other environmental forces.**

**9. What the major kinds of strategies and policied?**

- 1.Growth**
- 2.Finance**
- 3.Organisation**
- 4.personnel**
- 5.products or services**
- 6.market.**

**10. What is planning premises?**

**The assumptions about future derived from forecasting and**

**Used in planning are known as planning premises.**

**11.Explain the term decision and decision making?**

**A decision may be a direction to other to do or not to do decision-making is defined as the process of choosing a course of action from among alternatives to achieve a desired goal. It is one of the function of management and also a core process of planning .**

**12. How would you evaluate the importance of a decision?**

- 1. Decision making is a selection process.The best alternatives is selected out of many available alternative.**
- 2. Decision making is a goal-oriented process.Decisions are made to achieve some goal or objective.**
- 3. Decision making is the end process.it is preceded by detailed discussion and selection of alternative.**

**13.Mention the three approaches generally adopted by managers in selecting an alternative.(or)what are the techniques useful while evaluating alternatives?**

- ❖ Quantitative and Qualitative analysis**

- ❖ **Marginal analysis**
- ❖ **Cost effectiveness analysis.**

**14. Classify decisions.**

- ❖ **Programmed and non-programmed decisions**
- ❖ **Organizational and personal decisions.**

**15. Classify policies?**

- ❖ **Formulated policies**
- ❖ **Appealed policy**
- ❖ **Imposed policy**
- ❖ **Written policies**
- ❖ **Implied policies.**

**UNIT-3**

**1. Define Organizing?**

**Organizing is the process of identifying and grouping of activities required to attain the objectives, delegation authority, creating the responsibility and establishing relationships for the people to work effectively.**

**2. What do you understand by effective organizing ?**

**Effective organizing focuses on finding mistakes in present organizing and avoiding such mistakes by proper planning, Effective organizing avoids organizational inflexibility and makes the staff work effectively by avoiding conflicts by clarification.**

**3. State the kinds of organizational charts.**

- ❖ **Vertical chart**
- ❖ **Horizontal chart or left to right chart**
- ❖ **Circular chart or concentric chart**

**4. Enumerate the advantages of functional organization grouping.**

- 1. Since a foreman is responsible for one function, he can perform his duties in a better manner.**
- 2. This organization structure makes use of specialists to give expert advice to workers**

3. It relieves line executives of routine, specialized decisions which are sometime bore some.

**5. What is span of control?**

Span of control means the number of people managed effectively by a single superior in an organisation, the term "Span of control" is also known as "Span of management", "Span of authority" and "Span of responsibility". But span of management is a better term because control and supervision are element of management.

**6. What is a matrix structure?**

Matrix structure is a hybrid organizational form, containing characteristics of both project and functional structure.

**7. How can we define power?**

"Power is the probability that one actor within the relationship will be in a position to carry out his own despite resistance.

**8. What is Staff authority?**

The relationship between a staff manager and the line manager with whom he works depends in part on the duties.

**9. Define staffing?**

Staffing is the part of the management process which is concerned with the procurement utilization, maintenance and development of a large satisfied work force on the organization.

**10. Write any two external factors affecting staffing.**

1. Social factors.
2. Legal factors

**11. What is job rotation?**

Job rotation refers in the movement of an employee from the job to another.

**12. What are the uses of job analysis?**

- a) It is used for recruitment
- b) It is used for training and development

**13. What is selection?**

**Selection is the process of finding out the most suitable candidate to the job out of the candidates attracted.**

**14. What are the purpose of HRM?**

- 1. Recruitment**
- 2. Selection**
- 3. Training**
- 4. Appraisal process**

**15. What some characteristics of O.D**

- 1. OD has a planned process.**
- 2. OD is adynamic process.**

**UNIT-4**

**1. What is meant by the term directing?**

**Directing may be defined as the process of instructing guiding and inspiring human factors in the organization to achieve organization objectives.**

**2. List down the human factors in managing.**

- 1. Multiplicity of roles**
- 2. Individuality**
- 3. Personal dignity.**

**3. What is a SCAMPER tool?**

**SCAMPER is a checklist that helps us to think of changes .We can make to an existing product to create a new one. These changes can be used either as direct suggestions or as starting points for lateral thinking.**

**4.What are the steps involved in simplex tool?**

- ❖ Problem finding**
- ❖ Fact finding**
- ❖ Problem definition**
- ❖ Idea finding**
- ❖ Selection and evaluation**
- ❖ Planning**
- ❖ sell data**
- ❖ Action**

**5. What “multiplicity of roles”?**

**Brainstorming is an excellent way of developing many creative solutions to a problem.**

**6. What are the types of motivation?**

- 1. Positive motivation**
- 2. Negative motivation**
- 3. Extrinsic motivation**
- 4. Intrinsic motivation**

**7. Define motivation?**

**According to Koontz and O’Donnell, ”Motivation is a general term applying to the entire class of drives, desires, needs wishes and similar forces that induce an individual or a groups of people to work.**

**8. What are the different motivational theories?**

**Mc Gregor’s Theory X and Y**

**9. Distinguish between motivation and satisfaction?**

**Motivation:**

**Management is the art of getting work done by the subordinates in order to attain common goals of the organization.**

**Satisfaction:**

**After attaining the goals, everyone involved in the same gets happiness or internal feeling.**

**10. List out few leadership traits?**

- 1. The Michigan Studies**
- 2. The Ohio state university studies**
- 3. The managerial grid**

**11. Mention any two leadership qualities:**

- 1. Physical qualities: Sound health, vitality, appearance, physical and nervous energy, forcefulness, physique, enthusiasm.**
- 2. Intellectual qualities: High intelligence, sound judgment, ability to teach, scientific approach, decisiveness, self understanding.**

**12. Name the various types of communication?**

- ❖ **Downward communication**
- ❖ **Upward communication**
- ❖ **Horizontal or lateral communication**

**13. What is communication?**

**Communication is the passing of information from one person to another person.**

**14. Write the various communication networks?**

- 1. Simple chain**
- 2. Wheel**
- 3. Circular**
- 4. Free flow**
- 5. Inverted V**

**15. List out the various effective media in communication?**

- ❖ **A large bank supplies hardware and software to its customers**
- ❖ **Several banks now make bank-by-phone services available even to individuals**
- ❖ **E-mail service making easy delivery of documents.**

## **UNIT-5**

**1. What is control?**

**Control is a process that guides activity towards some predetermined goals.**

**2. What are the types of control?**

- 1. Feedback control**
- 2. Concurrent control**
- 3. Feed forward control**

**3. What are the disadvantages of control?**

- 1. Control is expensive and time consuming process.**
- 2. Human behavior and employee morale also cannot be measured.**

**4. What is management by exception?**

**Actual performance compare with the standard performance deviations which cannot signification should be avoid.**

**5. What are traditional techniques of control?**

- 1. Personal obseryation**
- 2. Break-Even analysis**
- 3. Statistical reports**
- 4. Budgetary control**

**6. What are the limitations of Budgeting?**

- 1. Inaccuracy**
- 2. Expenditure**
- 3. Distortion of goals**

**7. What are the classifications of budget?**

- 1. Functional classification**
- 2. Time classification**
- 3. Activity level**

**8. Give examples for functional classification budget?**

- 1. Sales budget**
- 2. Production budget**
- 3. Cash budget**
- 4. Capital budget**
- 5. Master budget**

**9. What is Direct labour budget?**

**Direct labour budget reveals the expected labour requirements during the budget period.**

**10. What is cash budget?**

**This budget gives an estimate of the anticipated receipts and payments of cash during the budget period.**

**11. What is Zero Base Budget?**

**Initially the budget is designed from a Zero-base, The main element is ZBB is future objective orientation.**

**12. Define Productivity?**

**Productivity is a measure of how much input is required to produce a given output.**

**13. Define OR?**

**Operation research is a systematic analysis of a problem through scientific methods, carried out by appropriate specialists working together as a team, finding an optimum and the most appropriate solution to meet the given objective under a given set of constraints.**

**14. What is JIT?**

**Just in time inventory system. In this method the suppliers delivers the materials to the production spot just in time to be assembled.**

**15. What is value engineering?**

**It is a special type of cost reduction and product improved technique.**