

**MARIA COLLEGE OF ENGINEERING AND TECHNOLOGY,
ATTOOR**

DEPARTMENT OF ELECTRONICS AND COMMUNICATION ENGINEERING
PRINCIPLES OF MANAGEMENT
2 MARKS QUESTIONS & ANSWERS

UNIT 1

OVERVIEW OF MANAGEMENT

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. Define: Management.

According to Knootz and Weihrich “Management is the process of designing and maintaining of an environment in which individuals working Together in groups efficiently accomplish selected aims”.

3. Write some characteristics of Management?

Management is a continuous process.

Manager use the resources of organization both physical as well as human
Achieve the goal.

Management aims act achieving the organization goals by ensuring
Effective use of resources.

4. What is Esprit-de-corps?

This means union is strength. In organization employees should be
Harmony and unity.

5. Write the functions of management?

- 1) Planning.
- 2) Organizing.
- 3) Leading
- 5) Controlling.

6. What is scientific management?

Scientific management is an approach within classical management theory that emphasizes the scientific method of work to improve the worker study.

7. Mention the various skills to be possessed by an effective manager?

- 1) Technical skill
- 2) Human skill
- 3) Conceptual skill

8. What is the difference between Management and Administration?

The main function of management is for directing the human efforts towards common goals. The function of administration is the determination of goals and policies of enterprises.

9. What is “scalar chain”?

Scalar chain means the hierarchy of authority from the highest executive to the lowest one for the Purpose of communication.

10. What is organizing?

Organizing is the management function that focuses on allocating and arranging human and non human resources so that plans can be carried out successfully.

11. Define administration?

Administration is directing the way in which work is to be done means it is a determinative or thinking function

12. What are the types of organization?

1. Sole proprietorship
2. Partnership
3. Joint stock company
4. Co-operative enterprises
5. Public enterprise

13. What is leading?

Leading is the management function that involves influencing others to engage in the work behaviors necessary to reach organizational goals.

14. What is controlling?

Controlling is the management function aimed at regulating organizational activities so that actual performance meet the expected objectives and standards of company

15. What are the different levels of management?

- a. Top management level
- b. Middle management level
- c. Front line management

16. What are the managerial roles?

1. Interpersonal roles
2. Informational roles
3. Decisional roles

17. Explain unity of direction?

Here all the activities must be aimed at one common objective. the activities should be organized such that there should be one plan and one person in charge. This enables directions of efforts towards attainment of one goal.

18. What is centralization?

The organization is centralized when the power is concentrated with one person.

19. What is time study?

The movement which takes minimum time is the best one.

20. What is motion study ?

Taylor suggested that eliminating wasteful movements and performing only necessary movement .

UNIT 2 PLANNING

1. Define planning .

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

2. What is the main objective of planning?

Planning is a primary function of organization It helps in achieving Objectives It done to cope with uncertainty and change It helps in facilitating Control It helps in coordination Planning increases organization effectiveness Planning guides in decision making

3. Define “Mission”

Mission may be defined as “a statement which defines the role that an organization plays in the society”

4. What is objective ?

Objectives are the aims, purposes or goals that an organization wants to achieve over varying period of time.

5. what is mean by strategy

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

5. What is management by objectives.

MBO is a result-centered, non-specialist, operational managerial process for the effective utilization of material, physical, and human resources of the organization by integrating the individual with the organization and organization with the environment.

7. 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.

8. What is planning premises?

The assumptions about future derived from forecasting and used in planning are known as planning premises.

9. 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 functions of management and also a core

process of planning The management executive takes a number of Decisions every day.

10. How would you evaluate the importance of a decision?

Decision making is a selection process. The best alternative is Selected out of many available alternatives.

Decision –making is a goal –oriented process. Decisions are made to achieve some goal or objective.

Decision making is the end process. It is preceded by detailed discussion and selection of alternatives.

11. Define policy.

Policy is a means of encouraging discretion and initiative but within units. They are predetermined decision rules applicable for a range of managerial decisions and action.

12. What are benefits of MBO?

1. Improvement of managing
2. Clarification of organization
3. Encouragement of personal commitment
4. Development of effective controls

13. Define single use plan.

A single use plan is one, which is specific to a particular situation of a non-repetitive nature. It may not have use for different situations. It becomes obsolete once its purpose is over.

14. Define standing plans.

Standing plans are those, which are of a relatively long standing by nature. They are meant to serve as standing guidelines, criteria and constraints on managerial decision-making and action.

15. Define procedures.

Procedure is defined as a set of sequential steps determined advance and standardized for initiating, carrying through and completing a certain routine and repetitive activity.

16. Define rules.

Rules are prescriptive directives to people in organizations and elsewhere to do or not to do things, to behave or not to behave in particular ways. They are in the nature of commandments, cautions, taboos and norms to discipline, to structure, standardize and restrain individual and group behavior and task performance.

17. Distinguish between Policies and Procedures

Policy is the prevailing condition and understating

Procedure is the sequence of a proposed activities

18. What is the nature of planning?

Dynamic, Goal oriented one, Process, Primary to other management functions

19. Distinguish between decision under risk and uncertainty?

Making decision for the unknown state is decision under uncertainty

making decisions without considering the consequence is decision under risk

20. What are the factors to be considered while formulating strategies?

Mission and objectives of an organization. Values, aspiration and Prejudices of top level management Opportunities and threads of the external Environment. Strength and weakness of the firm in various aspects such as funds, Organization structure , human talent , technology etc..

UNIT 3 ORGANIZING

1. Define Organizing

Organizing is the process of identifying and grouping of activities required to attain objectivities , delegating authority, creating the responsibility and establishing relationship for the people to work effectively.

2.. What is formal organization?

An organization is created deliberately with common goal and purpose. It has a well established authoritative relationship among member

3. What do you understand by effective organizing ?

Effective organizing focuses on finding in present organizing avoids Organizational inflexibility and makes the staff work effective by avoiding Conflicts by clarification.

4. How informal organization characteristics differ from formal organization?

It arises without any external cause

It is created on the basis of some similarity among the member. The bases

of similarity may be age, sex, place of birth, caste, religion, liking/ disliking etc...
Informal organization has no place in the organization chart. It is one of the parts of total organization.

5. What is span control?

Span of control means the number of people managed effectively by a single Superior in an organization. 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 elements of Management.

6. What is line authority?

Line authority is the direct authority which a superior exercises over a Number of subordinates to carry out orders and instruction. IN organization Process, authority is delegated to the individuals to perform the activities.

7. What is staff authority?

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

8. Define staffing.

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

9. Define: Recruitment

B. Flippo define recruitment as "The process of searching for prospective employees and stimulating to apply for jobs in the organization".

10. What is selection?

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

11. Define: Training

According to B. Flippo "Training is the act of increasing the knowledge and skill of an employee for doing a particular job".

12. What are the different bases of departmentation?

1. Time 2. Functional 3. Product 4. Process 4. Geography 5. Matrix 6. Customers etc

13. What is centralization?

The organization is centralized when the power is concentrated with one person.

14. What is decentralization?

The organization is decentralized If the power is fully distributed to the subordinates of the Organization.

15. What are the importance of Decentralization?

1. Work autonomy 2. Quick decisions 3. Self responsibility 4. Continuous involvement 5. Better control

16. What is informal organization?

Organizations are created for personal interest and satisfaction of the people

17. What are the importance of Career development?

Job satisfaction, Contentious Improvement, Less employee turnover, organizational development.

18. What is sensitivity training?

It is an informal gathering of all employees and freely express their feeling and opinions about themselves and others

19. What are the Internal Sources of recruitment?

Employees, Union, Gate Hiring, Deputation

20. What is delegation of authority?

Sharing organizational authority to different levels and positions of an organization.

UNIT 4 DIRECTING

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 objectives. It is not only issuing orders and instructions by a superior to his subordinates but also including process of guiding and inspiring them to work effectively.

2. List down the human factors in managing ?

1. Multiplicity of roles.
2. Individuality.

3. Personal dignity.

3. Define creativity.

Creativity is defined as the ability to produce new and useful ideas through the components in novel and non obvious ways. Creativity exists throughout the Populations, largely independent of age , sex and education.

4. What are the phases of creativity?

- 1.Unconscious scanning
- 2.Intuition
- 3.Insight
- 4.Logical formulation

5. Define motivation

According to koontz and O'Donnell, "Motivation is a general terms Applying to the entire class of drives, desires, needs wishes and similar forces that induce an individual or a group of people to work"

6. Names the steps involved in motivation process.

Analysis of situation.

Preparing, selecting and applying a set of appropriate motivating tools.

Follow up.

7. What are the types of motivation?

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

8. What is communication?

Communication is the passing of information from one person to another

9. Name the various types of communication

1. Downward communication
2. Upward communication
3. Horizontal or Lateral communication

10. Define: Leadership

Leadership is the ability to influence others and enthusiastically making them to Achieve the desired result

11. Distinguish between creativity and innovation

Creativity is the ability to produce large number of ideas quickly
Innovation is application of ideas.

12. What are the objectives of motivation?

To take initiative
To show dynamism
To be responsible and loyal
To work willingly and co operatively

13. What is meant by Brain storming?

Brainstorming is an excellent way of developing many creative solution to a problem. It works by focusing on a problem , and then coming up with very many radical solutions to it . The essence of brainstorming is a creative conference, ideally of a to 8 to12 people meeting for less than an hour to develop a long listed without criticism on a backboard or newsprint as they are offered ; one visible idea leads to others. At the end of this session , participants are asked how the ideas could be combined or improve.

14.List out four functions of leadership

- i. Policy maker
- ii. Ideologist
- iii. Exemplar
- iv. Planner

15.List the main techniques of motivating employees in modern organization

1. Momentary techniques
2. MBO
3. Job based techniques
4. Sensitivity trainings
5. Supervisory techniques

16.What is job design?

The structuring of a job in terms of content ,function and relationships.It may focus on individual positions or on work groups

17. List down the human factors in managing?

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

18. Define “ multiplicity of roles” .

Individuals are not only the productive factor in management’s plans.

They are members of social system of many organizations.

19. What is job enrichment?

Job enrichment is therefore based on the assumptions that in order to motivate personnel, the job itself must provide opportunities achievement ,recognition, responsibility, advancement and growth.

20. State House’ s path- goal approach .

Leaders are effective because of the influence on the followers motivation, ability to perform and their satisfaction.

UNIT 5 CONTROLLING

1. Define control ?

According to Knootz “ Controlling to the measurement and correction of performance in order to make sure that enterprise objectives and the plans devised to attain them are accomplished” .

2. Why need of control in the organization ?

1. Control can minimize the mistake .
2. To discover the deviations in the management
3. To minimum dishonest behaviors of employees.

3. What are the Inter –relationship between planning and end with control ?

The management process of adjusting future action on the basis of information about past performance. Control helps in achieving them.

4. Define Productivity ?

Productivity is a measure of how much input is required to produce a given output .i.e. the ratio (output/input) is called productivity.

5. Give steps in control process

1. Establish standards
2. Measure performance
3. Compare performance
4. Take action

6. List out critical point standards

1. Physical standards
2. Cost standards
3. Capital standards
4. Revenue standards
5. Intangible standards

7. What are the requirements of effective control?

1. Tailoring controls to plans and positions
2. Tailoring controls to individual managers
3. Exceptions at critical point
4. Objectivity of controls

8. Define Preventive control?

A control technique in which better managers are developed and produced who can apply concepts skillfully, Techniques and principles.

9. What are the different types of budget?

1. Revenue and expense budget
2. Time space budget
3. Capital Expenditure budget
4. Cash budget

10. Point out objectives of budget.

1. Planning and forecasting

2. Coordination
3. Control operation
4. Means of communication

11. What are the dangers in budgeting?

1. Over budgeting
2. Overriding enterprises goals
3. Hiding inefficiencies
4. inflexibility

12. Define operations management?

Operations management is the collection of planning and control activities that managers used to produce goods and services.

13. What in budgetary control?

Budgetary control is a process of planning and controlling the activities in financial terms.

14. What are the advantages of budgeting?

1. Budgeting helps in formulating future policies
2. Budgeting provides stability in economy of organization
3. Budgeting encourage cost effective competitions among the employees
4. Budgeting is a tool of periodical evaluation of performance of individuals and the departments

15. What is meant quality control?

Quality control is a system of routine technical activities, to measure and control the quality of the inventory as it is being developed.

16. What is direct labour Budget ?

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

17. What is fixed Budget ?

In this budget in which targets are rigidly fixed .This is a forecast of the targets for the coming year prepared well in advance.

18.What is flexible budget ?

A flexible budget is a budget designed to change in the level of activity.

19. What is concurrent control ?

This control measures for taking corrective action while an programme meet any obstacle in this activities.

20. What is Feedback Control ?

Feedback control is the process of adjusting future action on the basis of information about past performance.