Q.1. State True or False

a) Management could be considered a super resource.

b) Human Skill is required more at all the three managerial level.

c) Internal environment consist of Government, suppliers, consumers, shareholders.

d) Globalization means growing economic interdependence of countries worldwide.

e) Planning should include a cost benefit analysis.

f) Planning is a estimate of an actual value in future time period.

g) Division of work is the first step in building and organizational structure.

h) Computerization and Automation leads “Small is beautiful”.
Q.2. Fill in the blanks.  
Marks(8)

a) Global Competitive advantage is called________.

b) The objective of any HRD effort is to build competency development, __________ and innovation development.

c) Improvements in the quality and speed of __________ impacted the working of organizations.

d) Staffing is the ____ of positions in the organisations.

e) __________ means to be what one is capable of becoming.

f) Mc Gregor’s developed theory ______ and ______.

g) Job enrichment means increasing an employee’s _____ and ____.

Q.3. Match the following.

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<td>A</td>
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Q.4. Give full-form of the following.

i) NAFTA.

ii) EU.

III) ERG.

IV) LQI.

V) JMCS

VI) OD activities.
VII) MBO

VIII) MJD.

PART – B

Q.5. (a) Justify why management is called as a science, an art, and a profession
(b) Explain the decision making process and DM levels?

Q.6. (a) Write down difference with authority and responsibility?
(b) What is Human motivation? Discuss quality of working life?

Q.7. (a) What are the essentials of Leadership? Explain management grid?
(b) Explain groups and teams? and types?

Q.8. (a) Define Control and the controlling process in detail?
(b) What is Man-Power planning?

Q.9. Write short notes (Any four)
   a) Induction.
   b) Types of performance appraisal.
   c) Reward policies.
   d) Job Rotation.
   e) Trade Unions.
   g) Collective bargaining.
   h) Motivators.
PART- C

Q.10. Case Study….

“Strong Might” is a steel manufacturing company which is marketing steel for the last 50 years. With a humble beginning the company has reached the status of Multi-national. It has manufacturing facility at 5 different locations in India and marketing offices in few South-Asian country.

AS a policy the major decisions of the company are finalized by the Chairman who is also the managing director of the company. However the heads of the manufacturing plant and marketing offices are given autonomy to take decisions related to material and manpower requirements. In this respect certain standing instruction are given to the General Managers. While purchasing material preference needs to be given to the indigenous products and local suppliers. Regarding recruitment the policy of the top management is to give preference to handicapped person, especially in administrative posts after considering the nature of job and the type of handicap. Budget related decisions are always taken by the Managers at the top. The General Managers at the plant level have powers only to recommend. With the kind of organization culture at “Strong Might” there has been general feeling at the level of Senior Managers that their ability to take decisions has remained unexploited. On few occasions the feeling complied few Managers to leave the organization and join firms which encouraged participation in decision making. The Chairman of the company wanted to explore this problem and find suitable solution. He felt that there is a need for modifying the organizational decision making process.

Questions:

1. Describe the role of policies in the organizations decision making process?

2. What do you mean by “single user plan”? Should they be preferred over “standing plan”?

3. Comment upon the “decision making process” currently followed at “Strong might”.

4. Do you agree that there is a need to change? Explain?