INSTRUCTIONS TO THE CANDIDATES

- ALL the questions are compulsory and MUST be answered.
- Use only PEN for writing answers.
- Observe correct spelling.
- Double answers will not carry any marks.

Level: Diploma First year

Date & Day: 21 December 2015/Monday  
Time: 12:00 Noon - 2:00 P.M

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TOTAL MARKS SECURED IN WORDS: ____________________________________________

Marked by:___________________________________________
Signature:__________________________________________
Date:_______________________________________________

Verified by:________________________________________
Signature:__________________________________________
Date:_______________________________________________
I. TRUE OR FALSE STATEMENTS.
(Please darken [ ] the correct answer box) (10 x 1 = 10 Marks)
(Suggested time: 20 minutes)

1. A Manager who practices autocratic leadership style, allows employees to participate in decision making. [TRUE] [FALSE]

2. Organizing helps in maximum utilization of resources. [TRUE] [FALSE]

3. Human skills are important at all levels of management. [TRUE] [FALSE]

4. Contingency approach to management focuses on human variables. [TRUE] [FALSE]

5. Vision statement describes the future-oriented declaration of an organization’s purpose. [TRUE] [FALSE]

6. Managerial roles involve sharing and analyzing information. [TRUE] [FALSE]

7. Planning is the primary function of management. [TRUE] [FALSE]

8. Lower level management decisions are long-term in nature. [TRUE] [FALSE]

9. Nominal group technique involves circulation of questionnaire among group members. [TRUE] [FALSE]

10. Global economy means interaction of various economies of the world as one market. [TRUE] [FALSE]
II. MULTIPLE CHOICE QUESTIONS  
(Darken the correct answer in the given box)  
Suggested time: 20 Minutes  

(10 x 1 = 10 Marks)  

1. The factor that makes employees to be continually interested in doing a job is:
   a. Selection
   b. Recruitment
   c. Motivation
   d. Development

2. Which of the following describes an employee’s learning of job related skills?
   a. Staffing
   b. Supervision
   c. Controlling
   d. Training

3. Which of the following principles of management describes “unity is strength”?
   a. Discipline
   b. Esprit de corps
   c. Division of work
   d. Initiative

4. Dividing the work based on functions performed refers to:
   a. Centralization
   b. Departmentalization
   c. Authority
   d. Responsibility

5. According to Maslow theory, “Esteem needs” describes the desire for:
   a. respect from others and self-respect.
   b. food, clothing and shelter.
   c. maximize whatever potential an individual possess.
d. free from harm, including both bodily and economic disaster.

6. A leadership style that allows employees to do their work by themselves is:
   a. Autocratic
   b. Democratic
   c. Laissez-Faire
   d. Charismatic

7. Which of the following refers to the arrangement of positions in an organization and their formal relationships to one another?
   a. Job design
   b. Organizational structure
   c. Controlling
   d. Delegation

8. A systematic process to evaluate an individual employee’s job performance is called
   a. Training program
   b. Selection process
   c. Recruitment process
   d. Performance appraisal

9. An operational plan is also called as
   a. Tactical plan
   b. Strategic plan
   c. Unit plan
   d. Corporate plan

10. Mr. Ali is a Chief executive officer (CEO) of an organization. He is at which level of management?
    a. Lower level
    b. Middle level
    c. Top level
    d. Team leader
III. SHORT ANSWER QUESTIONS
(Suggested time: 40 minutes) (4 x 4 = 16 Marks)

1. (i) Define Management.
(ii) List any four (4) assumptions of Y Theory. (2+2= 4 Marks)

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2. Define the following: (2+2=4 Marks)
   a) Organizing
   b) Planning

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3. (i) What is Diversity?  (3+1 = 4 Marks)

(ii) Write one (1) benefit of work place diversity in your own words.

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4. Write short note on the following: (2+2=4 Marks)
   (i) Manpower planning
   (ii) Corporate social responsibility

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IV. LONG ANSWER QUESTIONS. (7 x 2 = 14 Marks)
(Suggested time: 30 minutes)

1. Define Controlling. Explain the process of Controlling. (1+6=7 Marks)
2. (i) Draw and define wide and narrow span of management. (1.5 + 1.5 = 3 Marks)
(ii) Discuss the advantages of Centralization and Decentralization with four points for each.

(2+2=4 marks)