

**MG8591 PRINCIPLES OF MANAGEMENT**  
**Two marks – University Questions and Answers**

**UNIT I**

**1. Define management. (May 2016, May 2017, Nov.2017)**

According to Koontz , “Management is the process of designing and maintaining an environment in which individuals, working together in groups, effectively and efficiently, accomplish selected aims.”

**2. Specify the functions of management. (May 2016 / Dec.2016)**

Planning, organizing, staffing, coordinating, and controlling.

**3. List out the roles played by managers in an organisation.( May2018)**

Interpersonal roles, Informational roles, Decisional roles.

**4. Give the current trends in management.(Nov.2016)**

Workforce diversity  
Changing demographics of workforce  
Changing employee expectations  
Internal environment.

**5. What is an organisational culture?(May 2017)**

It is a suystem of informal rules that spells out how people have to behave in most of the time.

**6. Define partnership.(Nov.2017)**

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

**7. Distinguish between public and private limited companies.( May2018)**

A private company is a suitable form for carrying on the business of family and small concerns.Public company denotes a form of organisation owned and managed by the state government or any other public authority.

**UNIT II**

**1. What are the objectives of planning?(May 2016)**

Planning is primary function of organisation  
It helps in achieving objectives, coordination, facilitating control  
Planning increases organisational effectiveness  
Planning guides in decision making

**2. State the purpose of planning.(May 2017)**

In organizations, planning can become a management process, concerned with defining goals for a future direction and determining on the missions and resources to achieve those targets. To meet the goals, managers may develop plans such as a business plan or a marketing plan.

**3. List the planning tools available in business management.(May 2017)**

- Affinity diagram (KJ method)
- Interrelationship diagram.
- Tree diagram.
- Prioritization matrix.
- Matrix diagram or quality table.
- Process decision program chart.
- Activity network diagram.

#### **4. Define planning premises.( May2018)**

Planning premises means systemic and logical estimate for the future factors affecting planning. According to Dr.G.R.Terry ,”planning premise are the assumptions providing a background against which the estimated events affecting the planning will take place”.

#### **5. List the steps on decision making process.(May 2016)**

Identification of problem  
Diagnosis and analysis the problem  
Search for alternatives  
Evaluation of alternatives  
Selecting an alternatives  
Implementaion and follow up.

#### **6. What is intuitive decision making?( May2018)**

Intuitive decision making is far more than using common sense because it involves additional sensors to perceive and get aware of the information from outside. Sometimes it is referred to as gut feeling, sixth sense, inner sense, instinct, inner voice, spiritual guide, etc.

#### **7. What is meant by policies?(Nov.2016)**

Policies are general statements or understandings which provide guidance indecision-making to various managers.

#### **8. Define MBO.(Nov.2016)**

MBO is a process whereby the superiors and the subordinate managers of an enterprise jointly identify its common goals, define each individual major areas of responsibility in terms of results expected of him, and use these measures as guides for operating the unit and assessing the contribution of each of its members is assessed.

#### **9. What do you understand by strategic management?( Nov.2017)**

•According to Alfred D Chandler, “Strategy is the determination of the basic long-term goals and objectives of an enterprise and the adoption of the courses of action and the allocation of resources necessary for carrying out these goals”.

#### **10. Distinguish between policy and rules.( Nov.2017)**

Entities design their policies on the basis of rules applied by regulatory authorities AND their business objectives. Policies basically give a direction to the entity that is in line with both applicable laws and aims that business wants to achieve.

### **UNIT III**

#### **1. Define organizing.(May 2016)**

Organising is the process of identifying and grouping the activities required to attain the objectives, delegating authority, creating responsibilities and establishing relationships for people to work effectively.

#### **2. What is delegation of authority?(May 2017)**

Delegation of authority is a process which enables a person to assign works to others and delegate them with adequate authority to do it. According to Mc Farland: “Delegation is the primary formal mechanism by which the net work of authority relationship is established”.

#### **3. What is decentralization?(May 2016)**

If the power is fully distributed to the subordinates of the organisation, it is called decentralisation.

#### **4. Why performance management is important?(May 2017)**

To improve management development, employees performance, to plan for the workforce and to find out individual potential identification , performance management is important.

**5. What is personality?(May 2017)**

Personality is the combination of characteristics or qualities that form an individual's distinctive character.

**6. Define "Departmentation".(Nov.2016)**

Departmentation means the process of grouping the similar activities of the business into departments.

Departmentation is a process of dividing the large and complex organization into smaller, flexible administrative units.

**7. What is meant by performance appraisal?(Nov.2016, May2018)**

Performance appraisal evaluates the Performance of worker regarding his potential for development. Performance appraisal is the system of measuring Employee performance and giving feedback to the employee regarding his performance.

**8. Define 'career management'.(Nov.2017)**

Career management is a process for enabling employees to better understand and develop their career skills and interests.

Career management = Career planning + Career development.

**9. What do you understand by organization chart?(Nov.2017)**

In the word of J Batty, "An organisation chart is a diagrammatic representation of the framework or structure of an organisation." Organisation charts are prepared for the purpose of describing the organizational structure clearly.

**10. What is job design? ( May2018)**

The job design is usually broad enough to accomodate people's need and desires.

**UNIT IV**

**1. What do you understand the term 'job enrichment'?(May 2017, Nov.2017)**

Job enrichment is a non-finacial technique of motivation. It is an extension of job enlargement technique.

Job enrichment is a common motivational technique used by organizations to give an employee greater satisfaction in his work. It means giving an employee additional responsibilities previously reserved for his manager or other higher-ranking positions.

**2. Mention the various types of leadership styles.(May 2016)**

Autocratic or dictatorial leadership

Participative or democratic leadership

Laissez-faire or free-rein leadership

**3. What are the advantages of democratic leadership styles?( May2018)**

- It works well when trying to solve a complex concern. ...
- It encourages creativity. ...
- It strengthens the relationships of a team. ...
- It is a leadership style that anyone can practice. ...
- It encourages honesty within the workplace. ...
- It improves job satisfaction.

**4. What do you mean by the term 'noise' in communication?(May 2016)**

Generally, communication is affected by noise at any stage. It may be the sender or receiver stage. If anyone is affected , proper communication will not reach the receiver. To ensure effective communication, we have to provide noiseless environment.

**5. What is job satisfaction? (Nov.2017)**

Job satisfaction refers to an employee's general happiness with his or her job. Locke described job satisfaction as a "pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences.

**6. Distinguish between authority and power. ( May2018)**

Power is defined as the ability or potential of an individual to influence others and control their actions. Authority is the legal and formal right to give orders and commands, and take decisions.

**7. What are the elements in the Maslow's hierarchy of needs?(Nov.2016)**

- Safety needs.
- Social belonging.
- Esteem.
- Self-actualization.
- Transcendence.

**8. What is effective communication?(Nov.2016)**

If the message sent by the sender to the receiver is understood by the receiver in the same sense, it is called effective communication.

**9. What is brain storming?( May2018)**

Brain storming is an excellent way of developing many creative solutions to a problem.It works by focusing on a problem and then coming up with many radical solutions to it.

**10. What are the uses of computers in handling information?(May 2016)**

Electronic data processing system handles large amount of data. The stored data can be retrieved whenever it is required without any distortion. Computer graphics can inform visually, displaying important company information. Computer printouts and coloured mapare quickly displayed when compared to other communication media.

**UNIT V**

**1. Name any two HR related controlling techniques.(May 2016)**

Budgetary control, non- budgetary control

**2. What is budgetary control?(Nov.2017)**

Budgetary control is the process of determining various budgets for the business unit for the future. According to J.Batty, " A system which uses budgets as a maans of plannind and controlling all aspects of producing and/or selling commodities and services."

**3. What do you understand by productivity?(Nov.2017)**

Productivity is a measure of how much input is required to produce a given output. ie. The ratio of output to input is called productivity.

**4. What are the characteristics of control function?( May2018)**

Control process is universal.  
Control is a continuous process  
Control is action based, Control is forward looking.

**5. What are the uses of computers in management control?(Nov.2016)**

Sales forecast and control  
Payroll  
Business management  
Accounting  
Banking and credit.

**6. Discuss the productivity problems in management.(Nov.2016)**

- 1.Employee disengagement. If people are disengaged, it is most likely they are not at their most productive since they don't feel attached to the company.
- 2.Ineffective performance management.
- 3.Tools, training and development.
- 4.Excessive meetings.
- 5.Non-work related reasons.

**7. What is preventive control in management?(May 2017)**

An efficient manager applies the skills in managerial philosophy to eliminate an undesirable activity which are the reasons for poor management.

**8. Why controlling is important?(May 2017)**

Control helps to review,revise and update the policy of organisation.

The sound control system inspires employees to work hard and give a better performance.

Control helps to increase the co-ordination of subordinates in the organisation.

A proper control ensures the organisational efficiency and effectiveness.