

[Time: 2.30 Hours]

[Marks:75]

N.B: 1) All questions are compulsory.

2) Figures to the right indicate full marks.

Q.1 a. state whether the following statements are true or false (ANY 8) 8

- a. Management is an art, science and profession.
- b. Management is a continuous process.
- c. Management is required at all levels.
- d. Manager need not necessarily be good in planning
- e. Distress is positive stress.
- f. Time management affects efficiency.
- g. High morale leads to productivity.
- h. Supportive communication is evaluative.
- i. Change agent plays an important role in change management.
- j. Customer Service Management gives utmost importance to customers' needs.

Q.1 b. Match the columns (ANY 7) 7

	A		B
a.	Henri Fayol	a.	Government Organisation
b.	Scalar chain	b.	Robert House
c.	Eustress	c.	Functions of Management
d.	Hidden self	d.	Process of change
e.	Johari Window	e.	Motivation Theory of Need Hieracrchy
f.	Bureaucratic	f.	Principles of Management
g.	Path Goal theory	g.	Chain of command
h.	PODSCORB	h.	Positive Stress
i.	Change Management	i.	Known to Self, Unknown to Others
j.	Maslows Theory	j.	Joseph Luft and Harry Ingham

Q.2. a. Define management. Explain its functions. 8

Q 2. b. Discuss PODSCORB. 7

OR

- Q.2. a. Explain the role and skills of a manager. 8
- Q 2. b. Explain the concept of Johari Window as a self awareness concept. 7
- Q.3. a. Explain the different types of stress. 8
- Q 3. b. What are the different career opportunities in the transport industry in India? 7

OR

- Q.3. a. Write a note on the Herzberg's Theory of motivation. 8
- Q 3. b. Enumerate and explain the various leadership styles. 7
- Q.4. a. Discuss the Contingency Theory of leadership. 8
- Q 4. b. What are the problems in teamwork? 7

OR

- Q.4. a. What are the different approaches to negotiation? 8
- Q 4. b. Explain Total Quality Management as a concept to quality improvement. 7
- Q.5. a. Explain the motivation Theory X n Y. 8
- Q 5. b. Discuss the Situational Leadership Theory 7

OR

- Q. 5. Write short notes (ANY THREE) 15
- a. Challenges faced by transport industry
 - b. Managing conflict
 - c. Time Management Skills
 - d. Characteristics of Leaders
 - e. Customer Service Management.
