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32896

## Answers

### 1. Multiple choice questions

1. intangible
2. Taylor
3. Hosborn
4. Operational
5. transfer
6. Free rein
7. eliminates
8. regular and continous
9. standard
10. size

### b. State true or false

1. True
2. False
3. True
4. True
5. False
6. False
7. True
8. True
9. False
10. True

### 2 a. Benefits of Scientific Management

1. Application and use of scientific methods
2. Planning and control
3. Appointing specialistis
4. Standardization
5. Increased ouputps and profits
6. Benefits to society
7. Encourages research
8. Cooperation and understanding

### Limitations

1. Workers did not enjoy freedom
2. Too much emphasis on division of work
3. Payment based on performance

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4. every job measured and rated scientifically
5. Planning and controlling exclusively in hands of managers

**2b. Issues and challenges**

1. Challenges of competition
2. challenge in information technology
3. challenge if diversity in workforce
4. challenge in learning organizations
5. challenge in managing innovation
6. challenge in managing change
7. challenge in customer focus
8. challenge in knowledge management
9. challenge of organizational restructuring
10. Challenge in downsizing

c. 14 principles of Henry Fayol

d. Planning , organizing, Staffing , directing ,controlling and co ordinating

**3a. process of planning**

1. Classifying the problem
2. Determining the objective
3. Collecting complete information and data
4. analyzing and classifying in information collection
5. Estabilishing planning premises . Determining alternative plans
7. Selecting operating plan and preparing derivative plan
8. Arranging time and sequence of operations
9. Securing participation of employees
10. Follow up of the propose the plan

**3b .Group decision making technique** - Delphi , Nominal group technique , brainstorming , synetics, electronic meeting

c. decision making is a regular and continuous activity , managers decisions are for achieving organizational objectives , existing and desired situation, manager needs knowledge and skills

**d. Types of strategies**

1. Stability
2. Growth
3. retrenchment
4. combination
5. Competitive
6. Grand

**4 a. Features of Matrix Organisation**

1. Compromise structure
2. Role of functional head
3. Role of project manager
- 4 Subordina
- Es under dual control
6. Organisational flexibility
7. Need of effective communication

Diagram .. advantages and disadvantages

**b. Principles of organising**

- 1.unity of objective
2. Specialisation
3. Delegation of authority
4. Coordination
5. Unity of command
6. Flexibility
7. Span of control
8. Exception
9. Authority and responsibility
10. Proper balance

c. Types of leadership styles

1. Autocratic
2. Democratic
3. Participative
4. Free rein
5. Situational
6. Parentalistic

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Q5. a. planning is a prerequisite of controlling , planning is looking ahead and control is looking back

b. controlling techniques ( modern)PERT & CPM , management information system, MBO , management audit