

[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 doing everything yourself.
- b. Management is not at all dynamic.
- c. Management is not required at all levels.
- d. Manager need not necessarily be a good motivator.
- e. Eustress is negative stress.
- f. Proper time management reduces stress.
- g. High motivation leads to high morale.
- h. Supportive Communication is problem oriented.
- i. Patience is the key to good customer service.
- j. Authority and responsibility should be in balance.

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

7

	<b>A</b>		<b>B</b>
a.	F.W. Taylor	a.	Mahatma Gandhi
b.	Unity of Command	b.	Blake and Mouton
c.	Distress	c.	Functions of Management
d.	Blind Self	d.	Resistance to Change
e.	Johari Window	e.	Motivation Theory of Need Hierarchy
f.	Democratic	f.	Scientific Managemnt
g.	Managerial Grid Model	g.	Only One Superior
h.	PODSCORB	h.	Negative Stress
i.	Managing Change	i.	Unknown to Self, Known to Others
j.	Maslow's Theory	j.	Self Awareness Concept

Q.2. a. Define management. Explain its importance.

8

Q 2. b. Explain PODSCORB in detail.

7

**OR**

Q.2. a. Explain the principles of management given by Henri Fayol (Any 8) 8

Q 2. b. Write a note on Johari Window as a guide to self. 7

Q.3. a. What are the effects of stress on people? 8

Q 3. b. Discuss the principles of delegation. 7

**OR**

Q.3. a. Explain the McGregors theory of motivation. 8

Q 3. b. Explain the different styles of leadership. 7

Q.4. a. Explain the Trait Theory of leadership. 8

Q 4. b. What are the stages of team development? 7

**OR**

Q.4. a. How to deal with difficult negotiation? 8

Q 4. b. Explain the DESCRIBED Model. 7

Q.5. a. Write a note on Maslow's Need Hierarchy Theory. 8

Q 5. b. Explain the Situational Leadership theory. 7

**OR**

Q. 5. Write short notes (ANY THREE) 15

a. Supportive Communication

b. Change Agent

c. Problem Solving Skills

d. Traits of Leaders

e. TQM.

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