| | | | | | |
|---|---|---|---|---|---|
| **Program:** | **S.Y.B.Com (A & F)** | **Semester:** | **III** | **Program Code:** | **UGAF03** |
| **Course:** | **Introduction to Management - I** | | | **Course Code:** | **NUAF303** |
| **Duration:** | **2 Hours** | **Examination Pattern:** | **NEP-Autonomous- External** | **Max. Marks:** | **60** |

**Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.
4. CO (Course Outcome), KL (Knowledge Level).

**Examination:**

**REGULAR**

| Q. 1 | | **Attempt the following.** | | | | [15] | CO's | KL's |
|---|---|---|---|---|---|---|---|---|
| | (A) | **Fill in the blanks with an appropriate answer from the alternatives given.** | | | | [08] | | |
| | | I | _____ is referred to as an internal source of recruitment. | | | | CO1, CO2, CO3 | L1 |
| | | | a. | Recommendations | b. Campus Recruitment | | | |
| | | | c. | Consulting | d. Promotions | | | |
| | | II | There could be cases of _____ so that managers can easily achieve targets and receive compliments for the same. | | | | | |
| | | | a. | over-targeting | b. under-targeting | | | |
| | | | c. | human error | d. flexibility | | | |
| | | III | _____ is a process of grouping activities into units for the purpose of effective management. | | | | | |
| | | | a. | Decentralization | b. Delegation | | | |
| | | | c. | Departmentation | d. Direction | | | |
| | | IV | _____ refers to recognition for the performance. | | | | | |
| | | | a. | Transfer | b. Demotion | | | |
| | | | c. | Appreciation | d. Promotion | | | |
| | | V | _____ test requires interpretation of problems or situations. | | | | | |
| | | | a. | Projective | b. Personality | | | |
| | | | c. | Performance | d. Perception | | | |
| | | VI | _____ refers to establishing goals and a suitable course of action to achieve those goals. | | | | | |
| | | | a. | Planning | b. Controlling | | | |
| | | | c. | Organising | d. Directing | | | |
| | | VII | _____ refers to the designation of the employee in the organization. | | | | | |
| | | | a. | Job Security | b. Job Title | | | |
| | | | c. | Job Enrichment | d. Job Enlargement | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | VIII | _____ refers to the obligation of an employee towards the organization. | | | | | | |
| | | | a. | Power | b. | Responsibility | | | |
| | | | c. | Discipline | d. | Specialisation | | | |
| | (B) | **State whether the following statements are true or false.** | | | | | [07] | CO's | KL's |
| | | I | References should be cross checked and verified during the selection process of the candidate. | | | | | CO1, CO2, CO3 | L1 |
| | | II | Hasty decisions are based on factual information. | | | | | | |
| | | III | A good plan acts as a work map. | | | | | | |
| | | IV | Directing does not follow the chain of command. | | | | | | |
| | | V | Lack of unity of command can create confusion in the organization. | | | | | | |
| | | VI | Informal organizations are formed from social ties in an organization. | | | | | | |
| | | VII | Job security is a non-monetary incentive. | | | | | | |
| | | | | | | | | | |
| Q. 2 | | **Attempt the following.** | | | | | [15] | CO's | KL's |
| | A | Explain what is meant by Management and elaborate on its features. | | | | | [08] | CO1 | L2 |
| | B | Demonstrate the different stages involved in the employee Selection process with the help of a diagram. | | | | | [07] | CO2 | L3 |
| | | **OR** | | | | | | | |
| | P | Describe in detail any 08 Principles of Management given by Henry Fayol. | | | | | [08] | CO1 | L2 |
| | Q | Illustrate the different types of Interviews used in the recruitment and selection process. | | | | | [07] | CO2 | L3 |
| | | | | | | | | | |
| Q. 3 | | **Attempt the following.** | | | | | [15] | CO's | KL's |
| | A | Compare and contrast the different modern leadership styles. | | | | | [08] | CO3 | L4 |
| | B | Justify the importance of staffing in achieving organisational objectives. | | | | | [07] | CO2 | L5 |
| | | **OR** | | | | | | | |
| | P | Examine the qualities that a successful leader should possess. | | | | | [08] | CO3 | L4 |
| | Q | Evaluate the various types of Employment Tests. | | | | | [07] | CO2 | L5 |
| | | | | | | | | | |
| Q. 4 | | **Attempt the following.** | | | | | [15] | CO's | KL's |
| | A | Green Fresh Ltd., a company producing organic packaged juices, had set a target of selling 10,000 units in the first quarter. The manager, Ms. Kavita, regularly monitored the sales reports and compared them with the set targets. She noticed that sales were lagging behind in the southern region. After analyzing the reports, she identified distribution delays as the main cause. She immediately took corrective action by appointing a | | | | | | CO3 | L4, L5 |

| | | | | | |
|---|---|---|---|---|---|
| | | new logistics partner. By the end of the quarter, sales performance improved, and the target was achieved. | | | |
| | 1. | Break down the steps of the controlling process demonstrated by Ms. Kavita in this case. | [05] | | |
| | 2. | Analyze how identifying the cause of low sales helped in improving the overall performance of Green Fresh Ltd. | [05] | | |
| | 3. | Evaluate the effectiveness of Ms. Kavita's corrective action. Do you think changing the logistics partner was the best possible decision? Justify your answer. | [05] | | |

- - X - - X - -