

**MASTER OF BUSINESS ADMINISTRATION
FOURTH SEMESTER
BASICS OF MANAGEMENT
MBA-407 (MDC)**

(Use separate answer scripts for Objective & Descriptive)

Duration : 3 hrs.

Full Marks : 70

(PART-A : Objective)

Time : 20 min.

Marks : 20

Choose the correct answer from the following:

1X20=20

1. One of the structural elements of an organization structure are:
 - a. Work specialization
 - b. Customer
 - c. Geographical
 - d. Process
2. Three skills that are required by a manager are:
 - a. Interpersonal, behavior and intelligent.
 - b. Interpersonal, human and conceptual.
 - c. Technical, human and intelligent.
 - d. Technical, human and conceptual.
3. The process of management DOES NOT include.....
 - a. Planning
 - b. Organizing
 - c. Commitment
 - d. Control
4. The element of control is.....
 - a. Benchmarking against what is planned.
 - b. Setting the objectives.
 - c. Setting goals.
 - d. Allocating resources.
5. It is true that leaders are born?
 - a. Yes
 - b. No
 - c. Sometimes
 - d. Never
6. Coordinating people and human resources to accomplish organizational goals is the process of:
 - a. Planning
 - b. Management
 - c. Directing
 - d. Leadership
7. Objectives are decided by:
 - a. Superior.
 - b. Subordinates.
 - c. Mutual consultations of both superior and subordinates.
 - d. None of the above.
8. Salary is an _____ motivation.
 - a. Intrinsic
 - b. Extrinsic
 - c. Excellent
 - d. Insidious
9. A team must consist of:
 - a. One or more person
 - b. Two or more person
 - c. Five and more person
 - d. Ten and more person

10. An organization structure that consist of manager of retail, wholesale and government is an example of a:

- a. Customer Departmentalization
- b. Geographical departmentalization
- c. Process departmentalization
- d. Functional Departmentalization

11. The first step in the planning process is to:

- a. Set an objective.
- b. Evaluate alternatives.
- c. Determine strength and weaknesses.
- d. None of above.

12. Objectives should provide direction to:

- a. Managerial activities
- b. Marketing
- c. Financing
- d. All of the above

13. The chain of command ensures there is a _____ hierarchy of _____.

- a. Formal, authority
- b. Informal, power formal, power
- c. Informal, authority
- d. Mechanistic, authority

14. In what order do managers typically perform the managerial functions?

- a. Organising, planning, controlling, leading.
- b. Organising, leading, planning, controlling.
- c. Planning, organising, leading, controlling.
- d. Planning, organising, controlling, leading.

15. What are the three interpersonal roles of managers?

- a. Figurehead, leader and liaison
- b. Spokesperson, leader, coordinator
- c. Director, coordinator, disseminator
- d. Communicator, organizer, spokesperson

16. At what level of an organization does a corporate manager operate?

- a. Functional
- b. Operational
- c. Middle level
- d. Top level

17. Which one is not a recognized key skill of management?

- a. Conceptual skills
- b. Human skills
- c. Technical skills
- d. Writing skills

18. What is a social enterprise concerned with?

- a. Profit maximization
- b. Maximizing market share
- c. Providing public service
- d. Running a business to create social benefits

19. The word _____ denotes a function, a task, a discipline.

- a. Management
- b. Leadership
- c. Motivation
- d. None of the above

20. The Top management works on:

- a. Strategic plan
- b. Corporate plan
- c. Budgeting
- d. Both A & B

(PART-B : Descriptive)

Time : 2 hrs. 40 min.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

- 1. a) Define Management. 4+6=10
b) Is Management - art or science? Discuss.
- 2. a) What are the levels of management? Describe. 4+6=10
b) List the function of each level.
- 3. a) Define planning premises. 3+7=10
b) Describe the steps involved in planning.
- 4. a) What is the purpose of organizing? 5+5=10
b) What is organization structure? What are the different types of structure?
- 5. a) Distinguish between authority and power. 4+6=10
b) Distinguish between formal organization and informal organization.
- 6. a) Describe the communication model with diagram. 5+5=10
b) What are the barriers to communication?
- 7. a) Explain the importance of controlling. 4+6=10
b) Define the different types of control.
- 8. Write about any five sub functions of staffing. 10

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