

SRM VALLIAMMAI ENGINEERING COLLEGE

(An Autonomous Institution)

SRM Nagar, Kattankulathur – 603 203

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

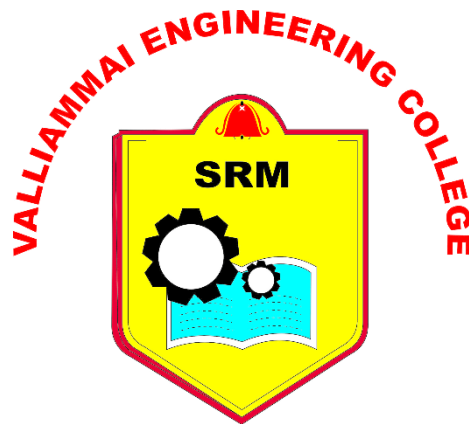
QUESTION BANK

VI SEMESTER

1915002 – PRINCIPLES OF MANAGEMENT

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UNIT – I – INTRODUCTION TO MANAGEMENT AND ORGANIZATIONS

SYLLABUS:

Definition of Management – Science or Art – Manager Vs Entrepreneur - types of managers - Managerial roles and skills – Evolution of Management – Scientific, human relations, system and contingency approaches – Types of Business organization - Sole proprietorship, partnership, company-public and private sector enterprises - Organization culture and Environment – Multinational Corporations - Current trends and issues in Management.

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	What are the functions of Management?	Level 1	Remembering
2	Is Management a Science or Art?	Level 2	Understanding
3	Classify the roles of a manager.	Level 3	Applying
4	Compare Administration & Management.	Level 4	Analysing
5	Write down the skills required by manager at different levels.	Level 5	Evaluating
6	Discuss the concept of scientific management.	Level 6	Creating
7	Define Management.	Level 1	Remembering
8	State the characteristics of Managers.	Level 2	Understanding
9	How do managers make rational decisions?	Level 3	Applying
10	What is the difference between Manager & Entrepreneur?	Level 4	Analysing
11	Give brief note on Business Environment.	Level 5	Evaluating
12	Explain systems approach to management.	Level 6	Creating
13	What is meant by Esprit De Corps?	Level 1	Remembering
14	Compare time and motion study.	Level 2	Understanding
15	State your understanding of the Partnership.	Level 3	Applying
16	Classify the types of organisations.	Level 4	Analysing
17	Define the term Scalar Chain.	Level 1	Remembering
18	Write your understanding on Organisational Culture.	Level 2	Understanding

19	What is the impact of environmental factors towards business?	Level 1	Remembering
20	What is MNC? Give Examples.	Level 1	Remembering

PART- B				
S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1	Define the term Management and explain the various functions of Management.		(13)	Level 1 Remembering
2	Write down the contributions of Henry Fayol towards Management.		(13)	Level 2 Understanding
3	(i)	What are the fundamental principles of scientific management?	(6)	Level 3 Applying
	(ii)	How would you summarize the techniques of scientific management?	(7)	
4	Describe the roles that are played by managers on different functions.		(13)	Level 4 Analysing
5	Categorize the different schools of management		(13)	Level 5 Evaluating
6	Interpret the findings of Administrative Management		(13)	Level 6 Creating
7	What are the factors affecting Business Environment? Write a detailed note.		(13)	Level 1 Remembering
8	Identify the roles, responsibilities and the necessary skills required by modern managers at various levels.		(13)	Level 2 Understanding
9	Write a detailed note on your understanding on Hawthorne Experiments and the major findings.		(13)	Level 3 Applying
10	Analyse the trends and challenges in Modern Management.		(13)	Level 4 Analysing
11	Critically analyse the scientific management principles and techniques.		(13)	Level 1 Remembering
12	Briefly explain in detail the various forms of business organisations.		(13)	Level 2 Understanding
13	Discuss the importance of Organisational Culture in the modern-day context.		(13)	Level 4 Analysing
14	(i)	How would you analyse business environment?	(6)	Level 1 Remembering
	(ii)	What are the characteristics and traits that you possess that are common to all successful Managers?	(7)	

PART - C

S.NO	QUESTIONS	BT LEVEL	COMPETENCE	
1	Discuss the effects of evolution of modern management.	(15)	Level 3	Applying
2	Critically analyse the need and importance of environmental scanning towards business success.	(15)	Level 4	Analysing
3	Mr. Shyam was a young officer in a nationalized bank in Chennai. He was approached by Mr. Datta, owner of a small textile plant for a loan to renovate his plant. Shyam gave him a loan of Rs. 50,000. The bank's branch manager, who saw no future in textiles, was shocked at the loan transaction. He told Shyam to stay close to Datta until money was paid back. Shyam stuck so close that he became Datta's financial adviser. The loan was paid. But Shyam became Datta's partner and resigned his bank job. Shyam collected information about the textile industry there was huge scope for the industry. Within six years, Shyam set up another textile plant to his employees Shyam was friendly and highly flexible boss. He preferred to lead by example rather than tell people how to do their jobs. However, Shyam committed a big mistake of not grooming a successor. Therefore, there was a vacuum at the top when he had a severe heart attack and died. Answer the following questions:			
	i) What were the qualities of Shyam as a Manager?	(5)	Level 1	Remembering
	ii) Discuss the roles played by managers according to Mintzberg. What roles of the manager did Shyam play?	(5)	Level 1	Remembering
	iii) Do you think Shyam was successful Manager?	(5)	Level 1	Remembering
4	Evaluate the challenges in managing organisational culture in the IT sector.		Level 1	Remembering

UNIT – II – PLANNING**SYLLABUS:**

Nature and purpose of planning – planning process – types of planning – objectives – setting objectives – policies – Planning premises – Strategic Management –Types of Strategies - Planning Tools and Techniques – Decision making steps and process.

PART- A

S.NO	QUESTIONS	BTLEVEL	COMPETENCE
1	What is meant by Planning?	Level 1	Remembering
2	Point out the importance of setting organizational objectives in modern organization.	Level 2	Understanding
3	Compare strategic planning and operation planning.	Level 3	Applying
4	Bring out the various types of plans.	Level 4	Analysing
5	How is planning premises related to planning?	Level 5	Evaluating
6	State the objectives of planning.	Level 6	Creating
7	What is meant by Management by Objectives?	Level 1	Remembering
8	Outline the benefits of MBO.	Level 2	Understanding
9	Identify the methods of setting objectives.	Level 3	Applying
10	Classify the different types of policies.	Level 4	Analysing
11	What is meant by decision making?	Level 5	Evaluating
12	Discuss the importance of rational decision making	Level 6	Creating
13	Define objectives	Level 1	Remembering
14	Explain Delphi technique.	Level 2	Understanding
15	Write a short note on SWOT analysis.	Level 3	Applying
16	State the importance or organisational policies.	Level 4	Analysing
17	What is meant by a Strategy?	Level 1	Remembering
18	Compare programmed and non-programmed decisions.	Level 2	Understanding
19	What is the meant by Planning Premises?	Level 1	Remembering
20	What are the various tools and techniques in decision-making?	Level 1	Remembering

PART- B					
S.NO	QUESTIONS			BT LEVEL	COMPETENCE
1	Discuss the various types of plans and state the merits.			(13)	Level 1 Remembering
2	Explain the process of Management by Objective and its limitations.			(13)	Level 2 Understanding
3	Elaborate the principles and process of Planning in an organisational context.			(13)	Level 3 Applying
4	Write a detailed note on nature and purpose of planning.			(13)	Level 4 Analysing
5	(i)	Explain the types of Strategies adopted by organisations to accomplish its objectives.	(8)	Level 5	Evaluating
	(ii)	State the importance or Organisational Strategies.	(5)		
6	With a neat diagram explain the rational approach towards decision making.			(13)	Level 6 Creating
7	Write your understanding on Organisational Policies.			(13)	Level 1 Remembering
8	Discuss the techniques available for decision making.			(13)	Level 2 Understanding
9	(i)	Explain the nature of decision making.	(8)	Level 3	Applying
	(ii)	Compare Individual and Group Decision Making.	(5)		
10	Explain the various types of Organisational Decisions.			(13)	Level 4 Analysing
11	State the guidelines for effective decision making.			(13)	Level 1 Remembering
12	How would you make the planning activity effective in Organisations?			(13)	Level 2 Understanding
13	Elaborate the types of Objectives and its functions.			(13)	Level 4 Analysing
14	(i)	Write the purpose of Planning.	(6)	Level 1	Remembering
	(ii)	How are Planning, Implementation and controlling related?	(7)		

PART - C					
S.NO	QUESTIONS			BTLEVEL	COMPETENCE
1	Administration essentially is a decision-making process: Elucidate this statement and explain the various types of decisions taken by executives.			(15)	Level 3 Applying
2	Policy making is guide to action in Organisation– Demonstrate with examples.			(15)	Level 4 Analysing

3	Rana group has set its objectives of doubling its objectives of doubling profit every three years and sales revenue every four years. Answer the following questions:			
	i) What would be the employee's reaction to this Objective?	(5)	Level 1	Remembering
	ii) Give your comment on objectives of Rana group.	(5)	Level 2	Understanding
	iii) Give guidelines for Objective settings.	(5)	Level 2	Understanding
4	MBO aims at joint goal setting of superior and subordinate managers. In an MNC, Japanese managers involve Indian subordinate managers in goal settings. Indians feel this practice different because they are used to traditional objectives settings where in the managers dictate objectives to subordinates. When Japanese managers try to involve the Indian subordinate managers in goal setting, Indian Managers feel that Japanese managers are not capable of setting objectives by themselves. Answer the following questions:			
	i) Discuss the problems faced by Japanese Managers & Indian subordinate managers.	(5)	Level 2	Understanding
	ii) How can Japanese managers solve the problem?	(5)	Level 1	Remembering
	iii) Discuss the features of MBO.	(5)	Level 2	Understanding

UNIT – III – ORGANISING

SYLLABUS:

Nature and purpose – Formal and informal organization – organization chart – organization structure – types – Line and staff authority – departmentalization – delegation of authority – centralization and decentralization – Job Design - Human Resource Management – HR Planning, Talent Acquisition, Training and Development, Performance Management, Career planning and management.

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	What is meant by Span of Control?	Level 1	Remembering
2	Identify the steps involved in Organising Function.	Level 2	Understanding
3	Compare Line and Staff Authority.	Level 3	Applying
4	Explain Span of Control.	Level 4	Analysing
5	Outline the criteria to assess the performance of employees.	Level 5	Evaluating

6	Explain the meaning of power and authority.	Level 6	Creating
7	What is meant by Human Resource Planning?	Level 1	Remembering
8	Compare formal and informal organization.	Level 2	Understanding
9	How would you differentiate Centralisation and Decentralisation of Authority?	Level 3	Applying
10	State the purpose of Performance Management.	Level 4	Analysing
11	How is career planning related to career development?	Level 5	Evaluating
12	Write a short note on Recruitment and Selection.	Level 6	Creating
13	Define Organisation Structure.	Level 1	Remembering
14	Compare on the job and off the job training.	Level 2	Understanding
15	Give a short note on Delegation of Authority.	Level 3	Applying
16	Conclude your understanding on benefits of decentralization.	Level 4	Analysing
17	What is meant by departmentation?	Level 1	Remembering
18	Give an example of Departmentation by Product and Function.	Level 2	Understanding
19	What are the benefits of 360-degree appraisal?	Level 1	Remembering
20	What is meant by Career Planning?	Level 1	Remembering

PART- B				
S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1	What is the nature and purpose of Organising?		(13) Level 1	Remembering
2	Discuss the elements and principles of Organising.		(13) Level 2	Understanding
3	Elaborate the feature of a good organisation structure and its elements.		(13) Level 3	Applying
4	With a neat diagram explain the various types of Organisation Structure.		(13) Level 4	Analysing
5	Compare Formal and Informal Organisation and discuss the pros and cons.		(13) Level 5	Evaluating
6	(i)	Explain the factors determining departmentation	(8)	Level 6 Creating
	(ii)	Why do you think departmentation is important?	(5)	

7	Discuss the process of Human Resource Planning.	(13)	Level 1	Remembering
8	Elaborate the various sources of Recruitment in detail.	(13)	Level 2	Understanding
9	Critically examine Centralisation and Decentralisation of Authority and explain its merits and demerits.	(13)	Level 3	Applying
10	Enumerate the concept of delegation of authority and the principles of effective delegation.	(13)	Level 4	Analysing
11	Discuss the various types of Training.	(13)	Level 1	Remembering
12	Elaborate the process of Staffing	(13)	Level 2	Understanding
13	Explain the various methods of Performance Appraisal	(13)	Level 4	Analysing
14	(i) What is the importance of Training?	(5)	Level 1	Remembering
	(ii) Explain the various methods of imparting Training.	(8)		

PART - C

S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1	A MNC company setting shop in India is in a dilemma to decide whether to adopt a line or a line and staff organisation structure. Highlight the advantages of line and line and staff organisation structure. According to you, which structure would be suitable for a huge MNC?	(15)	Level 1	Remembering
2	Singhania Group of Industries has various strategic business units such as Textiles, Info Tech, pharma and electronics. Write about the different forms of departmentation. Which form of departmentation is suitable?	(15)	Level 1	Remembering
3	Analyse the factors affecting span of management in an organisation.	(15)	Level 3	Applying
4	Discuss in detail the various types of training. Employees prefer off the job training to on-the-job training. Why?	(15)	Level 2	Understanding

UNIT – IV – DIRECTING**SYLLABUS:**

Motivation – motivation theories – motivational techniques – job satisfaction – job enrichment – leadership – types and theories of leadership – communication – process of communication – barrier in communication – effective communication – communication and IT.

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Define the term Motivation.	Level 1	Remembering
2	State the foundations of group behaviour.	Level 2	Understanding
3	What are the differences between verbal and non-verbal communication?	Level 3	Applying
4	Compile the various forms of communication.	Level 4	Analysing
5	Outline the different types of motivation theories.	Level 5	Evaluating
6	Point out the various theories on Motivation.	Level 6	Creating
7	What are the components of communication?	Level 1	Remembering
8	Summarize the important motivation factors.	Level 2	Understanding
9	Identify the importance of leadership in organisational success.	Level 3	Applying
10	Outline the various types of Leadership.	Level 4	Analysing
11	Explain goal setting theory.	Level 5	Evaluating
12	Can you explain the concept of grape vine communication?	Level 6	Creating
13	What is meant by brainstorming?	Level 1	Remembering
14	Explain the concept of noise in communication.	Level 2	Understanding
15	State the motivation factors influencing behaviour towards work.	Level 3	Applying
16	Identify the barriers in effective communication.	Level 4	Analysing
17	What is your understanding on Non-Verbal Communication?	Level 1	Remembering
18	Compare formal and informal communication.	Level 2	Understanding
19	What is horizontal communication?	Level 1	Remembering
20	What are the different factors that affect the communication?	Level 1	Remembering

PART- B

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	What is the role of the leader and follower in the leadership process?	(13)	Level 1 Remembering
2	How would you show your understanding about the various Motivation theories?	(13)	Level 2 Understanding
3	(i) Examine the benefits of oral and written communication	(6)	Level 3 Applying
	(ii) Critically analyse the disadvantages of oral and written communication	(7)	
4	Evaluate the various styles of Leadership.	(13)	Level 4 Analysing
5	(i) Explain the term motivation.	(3)	Level 5 Evaluating
	(ii) Compare need hierarchy theory and McClelland's theory of motivation.	(10)	
6	Discuss the principles of effective communication.	(13)	Level 6 Creating
7	What are the defining characteristics of transformational and charismatic leaders?	(13)	Level 1 Remembering
8	Suggest few measures to overcome the barriers in communication.	(13)	Level 2 Understanding
9	Critically analyse the various theories of motivation.	(13)	Level 3 Applying
10	Is employee motivation important for Organisation Development? Justify your answer.	(13)	Level 4 Analysing
11	Explain Theory X and Theory Y	(13)	Level 1 Remembering
12	What steps can an organization take to increase the motivational force for high levels of performance?	(13)	Level 2 Understanding
13	List the different components of communication and explain them	(13)	Level 4 Analysing
14	(i) What are the types of motivation techniques?	(6)	Level 1 Remembering
	(ii) What are the primary assumptions in McGregor's Theory X and Theory Y	(7)	

PART - C

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	XYZ Corporation has a lot of barriers to communication. List the possibility of the various barriers. Also suggest the ways to overcome them.	(15) Level 1	Remembering
2	Explain how managers can successfully motivate people taking clue from Vroom's valence and expectancy model. How does this model differ from that of Porter and Lawler?	(15) Level 1	Remembering
3	"Money holds the key to work motivation in modern business organizations". Discuss. How can managers use money to motivate employees?	(15) Level 3	Applying
4	The country head of Z InfoTech finds it difficult to communicate to his boss in California. Sometimes it is due to difference in timings, sometimes due to difference in meanings of words. Phone lines are noisy and signal breaks sometimes. What do you think would be the type of barriers faced by him while communication takes place between people of different countries?	(15) Level 2	Understanding

UNIT – V – CONTROLLING**SYLLABUS:**

System and process of controlling – budgetary and non-budgetary control techniques – use of computers and IT in Management control – Quality control and Inventory Control - Productivity problems and management – control and performance – direct and preventive control – Maintenance control and Purchase control - reporting.

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	What is the need for Controlling?	Level 1	Remembering
2	Identify the factors to be considered for a product designing.	Level 2	Understanding
3	Compare feed forward and feedback control.	Level 3	Applying
4	State your understanding on budgetary control.	Level 4	Analysing
5	Discuss importance of purchase control.	Level 5	Evaluating
6	Write the necessity for budgetary control in organisation.	Level 6	Creating
7	What are the steps involved in controlling process?	Level 1	Remembering

8	Identify the objectives of controlling.	Level 2	Understanding
9	Differentiate between production and productivity.	Level 3	Applying
10	Mention any two non – budgetary control techniques.	Level 4	Analysing
11	Write a short note on the purpose of reporting.	Level 5	Evaluating
12	Evaluate the need for critical point control.	Level 6	Creating
13	State any four types of control.	Level 1	Remembering
14	Explain the principles of controlling.	Level 2	Understanding
15	Give some examples for new control techniques.	Level 3	Applying
16	Write a brief note on operations management.	Level 4	Analysing
17	Distinguish between budgetary and non-budgetary control.	Level 1	Remembering
18	Define Productivity.	Level 2	Understanding
19	What is meant by preventive control?	Level 1	Remembering
20	What is meant by cost control?	Level 1	Remembering

PART- B				
S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1	What is meant by Controlling? Explain the process of controlling.	(13)	Level 1	Remembering
2	Discuss budgetary and non-budgetary control techniques.	(13)	Level 2	Understanding
3	Identify the steps involved in controlling and requirements for effective control.	(13)	Level 3	Applying
4	Explain the tools and techniques to improve productivity.	(13)	Level 4	Analysing
5	Can you assess the importance of maintaining high productivity in organizations?	(13)	Level 5	Evaluating
6	Define operations management. Explain the activities associated with operations management	(13)	Level 6	Creating
7	Examine the process of quality auditing and reporting?	(13)	Level 1	Remembering
8	Define Budgetary control. List the steps involved in implementation of budgetary control.	(13)	Level 2	Understanding
9	Can you explain the essential requisites of an effective control system?	(13)	Level 3	Applying

10	How would you show your understanding about usage of use of computers and IT in Management control?		(13)	Level 4	Analysing
11	State the objectives of Controlling.		(13)	Level 1	Remembering
12	(i)	How computer helps in Business and Management?	(6)	Level 2	Understanding
	(ii)	What is the impact of Information Technology on Business?	(7)	Level 3	Applying
13	What are your arguments towards the importance of Controlling?		(13)	Level 4	Analysing
14	Analyse the importance for the following: i) Purchase control ii) Cost control iii) Maintenance control iv) Quality control		(3) (3) (3) (4)	Level 1	Remembering

PART - C

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Mr. Prakash argues with Mr. Rakesh expressing his views on implementing preventive control system. Mr. Rakesh emphasises his views that the organisation must continue with feedback control. Mr. Rakesh fears that the preventive control system would be costly. Justify the views of Rakesh and Prakash.	(15)	Level 1 Remembering
2	Mr. Rajan has run a business for the past 5 years but is not familiar with marginal costing. By experience, He knows that his business makes profit, but is not sure of concepts like break even. He finds it difficult to estimate sales required for a particular profit. Explain the concepts related to breakeven analysis and draw a break-even chart. Also highlight some ratios which would help to understand the performance of the business.	(15)	Level 1 Remembering
3	Production is essential but productivity is indispensable— Comment. Highlight the tools and techniques to measure productivity.	(15)	Level 3 Applying
4	Assume you are a budget officer and try to orient a trainee on steps to be followed for implementing a budgetary control system. Also highlight the advantages and limitations of budgetary control system.	(15)	Level 2 Understanding