

SRM VALLIAMMAI ENGINEERING COLLEGE

(An Autonomous Institution)

SRM Nagar, Kattankulathur – 603 203

DEPARTMENT OF MANAGEMENT STUDIES

QUESTION BANK

VI SEMESTER

MAN101- PRINCIPLES OF MANAGEMENT

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UNIT - I - INTRODUCTION**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. Current trends and issues in Management.

PART- A

S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Define management.	Remember	BTL1	CO1
2.	Why is management considered a process?	Understand	BTL2	CO1
3.	Distinguish between management and administration.	Understand	BTL2	CO1
4.	Is management a science or an art? Give a brief justification.	Apply	BTL3	CO1
5.	Differentiate between a manager and an entrepreneur.	Understand	BTL2	CO1
6.	List any four types of managers.	Remember	BTL1	CO1
7.	What are managerial roles as identified by Mintzberg?	Remember	BTL1	CO1
8.	State any four key managerial skills.	Remember	BTL1	CO1
9.	What is meant by scientific management?	Remember	BTL1	CO1
10.	Mention any two contributions of F.W. Taylor.	Remember	BTL1	CO1
11.	What is the human relations approach to management?	Understand	BTL2	CO1
12.	State the basic idea of the systems approach to management.	Understand	BTL2	CO1
13.	What is the contingency approach in management?	Understand	BTL2	CO1
14.	Define effectiveness and efficiency in management.	Remember	BTL1	CO1
15.	List any four functions of management.	Remember	BTL1	CO1
16.	Briefly explain the term globalization as a current issue in management.	Understand	BTL2	CO1
17.	What is corporate social responsibility (CSR) in the context of management?	Understand	BTL2	CO1
18.	What is meant by management ethics?	Remember	BTL1	CO1
19.	State two current trends in management.	Understand	BTL2	CO1
20.	What is the role of technology in modern management?	Understand	BTL2	CO1

21.	Define organizational hierarchy.	Remember	BTL1	CO1
22.	Distinguish between line and staff positions at a basic level.	Understand	BTL2	CO1
23.	Why are managerial skills important for organizational success?	Apply	BTL3	CO1
24.	What is the significance of management in the Indian business context?	Understand	BTL2	CO1

PART- B				
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Explain the nature and importance of management and discuss the major functions of management with suitable examples.	Understand	BTL2	CO1
2.	Discuss how management can be viewed as both a science and an art and also as a profession.	Apply	BTL3	CO1
3.	Elaborate on the various managerial roles proposed by Mintzberg and relate them to different levels of management.	Apply	BTL3	CO1
4.	Describe the evolution of management thought with special reference to scientific management and classical approaches.	Understand	BTL2	CO1
5.	Examine the contributions and limitations of the human relations approach and behavioral science approach to management.	Analyze	BTL4	CO1
6.	Explain the systems and contingency approaches to management and show how they help managers to handle complex environments.	Analyze	BTL4	CO1
7.	Discuss in detail the skills required at various levels of management and justify how these skills influence organizational performance.	Apply	BTL3	CO1
8.	Differentiate between managers and entrepreneurs and explain their respective roles in organizational development.	Analyze	BTL4	CO1
9.	Analyze the current trends and issues in management, such as globalization, technological change and workforce diversity.	Analyze	BTL4	CO1
10.	Discuss the importance of ethics and social responsibility in management with suitable illustrations.	Apply	BTL3	CO1
11.	Explain the role of information technology in improving managerial decision-making and control.	Apply	BTL3	CO1
12.	Examine the challenges faced by managers in the contemporary business environment and suggest some suitable strategies to overcome them.	Analyze	BTL4	CO1
13.	Describe the levels of management and explain how responsibilities differ across these levels.	Understand	BTL2	CO1

14.	Illustrate how effective vs. efficient management can impact organizational success with appropriate examples.	Apply	BTL3	CO1
15.	Critically evaluate the relevance of classical management theories in today's dynamic business environment.	Evaluate	BTL5	CO1
16.	Discuss the impact of globalization and liberalization on managerial functions in Indian organizations.	Analyze	BTL4	CO1
17.	Assess how organizations can create a culture of continuous learning and innovation while maintaining ethical standards.	Evaluate	BTL5	CO1

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.

PART- A

S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Define planning.	Remember	BTL1	CO2
2.	State any four features of planning.	Remember	BTL1	CO2
3.	Why is planning called the primary function of management?	Understand	BTL2	CO2
4.	What is meant by planning process?	Understand	BTL2	CO2
5.	List the basic steps in the planning process.	Remember	BTL1	CO2
6.	Define objective and goal.	Remember	BTL1	CO2
7.	What are policies? Give one example.	Understand	BTL2	CO2
8.	Distinguish between policy and procedure.	Understand	BTL2	CO2
9.	What is a strategy?	Remember	BTL1	CO2
10.	Mention any three types of plans.	Remember	BTL1	CO2
11.	What are planning premises?	Remember	BTL1	CO2
12.	Define strategic management.	Remember	BTL1	CO2
13.	State any two types of strategies.	Remember	BTL1	CO2
14.	What is tactical planning?	Understand	BTL2	CO2
15.	What is operational planning?	Understand	BTL2	CO2
16.	Differentiate between short-term and long-term planning.	Understand	BTL2	CO2

17.	What is contingency planning?	Understand	BTL2	C02
18.	State any two limitations of planning.	Understand	BTL2	C02
19.	What is decision making in the context of planning?	Understand	BTL2	C02
20.	Define mission and vision.	Remember	BTL1	C02
21.	What is management by objectives (MBO)?	Remember	BTL1	C02
22.	State any two benefits of strategic planning.	Understand	BTL2	C02
23.	Why are planning premises crucial for effective planning?	Apply	BTL3	C02
24.	What is the role of SWOT analysis in strategic planning?	Understand	BTL2	C02

PART- B				
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Explain the nature, characteristics and importance of planning in an organization.	Understand	BTL2	C02
2.	Describe the steps in the planning process and illustrate with an example from a business situation.	Apply	BTL3	C02
3.	Discuss the various types of plans (strategic, tactical, operational, standing and single-use plans) and their roles in management.	Apply	BTL3	C02
4.	Explain the concepts of mission, vision, objectives and goals and show how they are interrelated in planning.	Analyze	BTL4	C02
5.	What are planning premises? Discuss their types and explain how they influence organizational plans.	Analyze	BTL4	C02
6.	Discuss the concept of strategic management and explain the stages in the strategic management process.	Apply	BTL3	C02
7.	Explain different types of strategies (growth, stability, retrenchment, combination) with suitable examples.	Apply	BTL3	C02
8.	Examine the role of decision making in planning and discuss the steps involved in rational decision making.	Analyze	BTL4	C02
9.	Discuss the advantages and limitations of formal planning in dynamic business environments.	Analyze	BTL4	C02
10.	Explain the concept of Management by Objectives (MBO) and its process, merits and demerits.	Analyze	BTL4	C02
11.	Analyze the barriers to effective planning and suggest strategies to overcome these barriers.	Evaluate	BTL5	C02

12.	Evaluate how strategic planning helps organizations to gain competitive advantage, using suitable examples.	Evaluate	BTL5	C02
13.	Explain the relationship between planning and forecasting and show how environmental analysis supports planning.	Analyze	BTL4	C02
14.	Assess the role of contingency planning in risk management and organizational resilience in modern organizations.	Evaluate	BTL5	C02
15.	Illustrate how an organization sets corporate, business and functional level objectives as part of strategic management.	Apply	BTL3	C02
16.	Justify the need for strategic plan implementation in large organizations and propose solutions to overcome challenges.	Evaluate	BTL5	C02
17.	Critique the effectiveness of different planning approaches in varying business environments and organizational contexts.	Evaluate	BTL5	C02

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.

PART- A

S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Define organising.	Remember	BTL1	C03
2.	State any four features of organizing.	Remember	BTL1	C03
3.	What is a formal organization?	Remember	BTL1	C03
4.	What is an informal organization?	Remember	BTL1	C03
5.	Differentiate between formal and informal organization.	Understand	BTL2	C03
6.	What is an organization chart?	Remember	BTL1	C03
7.	Define organization structure.	Remember	BTL1	C03
8.	List any three types of organization structure.	Remember	BTL1	C03
9.	What is line authority?	Remember	BTL1	C03
10.	What is staff authority?	Remember	BTL1	C03
11.	Define departmentalization.	Remember	BTL1	C03
12.	Mention any two bases of departmentalization.	Remember	BTL1	C03

13.	What is delegation of authority?	Remember	BTL1	C03
14.	Define centralization.	Remember	BTL1	C03
15.	Define decentralization.	Remember	BTL1	C03
16.	Differentiate between centralization and decentralization.	Understand	BTL2	C03
17.	What is span of control?	Remember	BTL1	C03
18.	Define job design.	Remember	BTL1	C03
19.	What is job enlargement?	Understand	BTL2	C03
20.	What is job enrichment?	Understand	BTL2	C03
21.	Define Human Resource Management (HRM).	Remember	BTL1	C03
22.	What is Human Resource Planning (HRP)?	Remember	BTL1	C03
23.	State any two objectives of HR planning.	Understand	BTL2	C03
24.	What is meant by line and staff conflicts in organizations?	Understand	BTL2	C03

PART- B				
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Explain the nature and importance of organizing as a function of management.	Understand	BTL2	C03
2.	Distinguish between formal and informal organization and discuss their advantages and disadvantages.	Analyze	BTL4	C03
3.	Describe the major types of organization structures such as functional, divisional and matrix structures.	Apply	BTL3	C03
4.	Explain line, staff and functional authority and discuss the problems in line-staff relationship.	Analyze	BTL4	C03
5.	Discuss various bases of departmentalization and state their merits and demerits.	Analyze	BTL4	C03
6.	Explain the concept of delegation of authority and state the barriers to effective delegation.	Apply	BTL3	C03
7.	Compare centralization and decentralization and suggest situations in which each is more appropriate.	Analyze	BTL4	C03
8.	Discuss the factors determining span of control and its impact on organization structure.	Analyze	BTL4	C03

9.	Explain the process and techniques of job design, including job enlargement, job rotation and job enrichment.	Apply	BTL3	C03
10.	Describe the nature, objectives and functions of Human Resource Management.	Understand	BTL2	C03
11.	Explain the steps involved in Human Resource Planning (HRP) and its significance for organizations.	Apply	BTL3	C03
12.	Analyze how effective organizing contributes to better utilization of human resources.	Analyze	BTL4	C03
13.	Evaluate the challenges in designing an organization structure for a multinational company.	Evaluate	BTL5	C03
14.	Assess the effectiveness of matrix organization structure in dynamic business conditions.	Evaluate	BTL5	C03
15.	Illustrate how a medium-sized manufacturing firm can design its departmentalization pattern.	Apply	BTL3	C03
16.	Appraise the critical role of HR planning in ensuring the right number and kind of people at the right time.	Evaluate	BTL5	C03
17.	Examine the relationship between job design and employee motivation and performance.	Analyze	BTL4	C03

UNIT - IV - DIRECTING

SYLLABUS:

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

PART- A

S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Define directing.	Remember	BTL1	C04
2.	What is motivation?	Remember	BTL1	C04
3.	State any two motivation theories.	Remember	BTL1	C04
4.	What is Maslow's need hierarchy theory?	Understand	BTL2	C04
5.	What is Herzberg's two-factor theory?	Understand	BTL2	C04
6.	Define job satisfaction.	Remember	BTL1	C04
7.	What is job enrichment as a motivational technique?	Understand	BTL2	C04
8.	Define leadership.	Remember	BTL1	C04

9.	List any three types of leadership styles.	Remember	BTL1	CO4
10.	What is autocratic leadership?	Understand	BTL2	CO4
11.	What is democratic leadership?	Understand	BTL2	CO4
12.	What is laissez-faire leadership?	Understand	BTL2	CO4
13.	Define communication.	Remember	BTL1	CO4
14.	What is formal communication?	Remember	BTL1	CO4
15.	What is informal (grapevine) communication?	Remember	BTL1	CO4
16.	State any two barriers to communication.	Remember	BTL1	CO4
17.	What is upward communication?	Understand	BTL2	CO4
18.	What is downward communication?	Understand	BTL2	CO4
19.	Define non-verbal communication.	Remember	BTL1	CO4
20.	What is effective communication?	Understand	BTL2	CO4
21.	State any two techniques to improve motivation.	Understand	BTL2	CO4
22.	What is leadership trait theory?	Understand	BTL2	CO4
23.	Why is communication considered the lifeblood of an organization?	Apply	BTL3	CO4
24.	What is McGregor's theory X and theory Y?	Understand	BTL2	CO4

PART- B				
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Explain the nature and importance of directing in management.	Understand	BTL2	CO4
2.	Discuss Maslow's need hierarchy theory of motivation and its implications for managers.	Apply	BTL3	CO4
3.	Explain Herzberg's two-factor theory and compare it with Maslow's theory.	Analyze	BTL4	CO4
4.	Discuss various motivation techniques that can be used to improve employee performance.	Apply	BTL3	CO4
5.	Examine the relationship between motivation and job satisfaction with suitable examples.	Analyze	BTL4	CO4

6.	Define leadership and explain different leadership styles with their merits and demerits.	Apply	BTL3	CO4
7.	Discuss trait theory and behavioral theories of leadership.	Analyze	BTL4	CO4
8.	Explain the situational/contingency theories of leadership and their managerial implications.	Analyze	BTL4	CO4
9.	Define communication and explain the process of communication in an organization.	Understand	BTL2	CO4
10.	Discuss the different types of communication (formal, informal, vertical, horizontal, diagonal) used in organizations.	Apply	BTL3	CO4
11.	Analyze the major barriers to effective communication and suggest methods to overcome them.	Evaluate	BTL5	CO4
12.	Explain the role of communication in leadership and motivation.	Analyze	BTL4	CO4
13.	Discuss how job enrichment, job rotation and participative management help in motivating employees.	Apply	BTL3	CO4
14.	Evaluate the impact of digital communication technologies on organizational communication and employee relations.	Evaluate	BTL5	CO4
15.	Appraise the effectiveness of motivational strategies in managing diverse teams and improving organizational performance.	Evaluate	BTL5	CO4
16.	Examine the importance of emotional intelligence in effective leadership.	Evaluate	BTL5	CO4
17.	Discuss the ethical dimensions in leadership and communication within organizations.	Evaluate	BTL5	CO4

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.

PART- A

S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Define controlling.	Remember	BTL1	CO5
2.	State any four features of control.	Remember	BTL1	CO5

3.	What is meant by control process?	Understand	BTL2	C05
4.	List the basic steps in the control process.	Remember	BTL1	C05
5.	What are control standards?	Remember	BTL1	C05
6.	Define budgetary control.	Remember	BTL1	C05
7.	What is non-budgetary control?	Remember	BTL1	C05
8.	Give two examples of non-budgetary control techniques.	Remember	BTL1	C05
9.	What is management audit?	Understand	BTL2	C05
10.	Define quality control.	Remember	BTL1	C05
11.	What is inventory control?	Remember	BTL1	C05
12.	Mention any two techniques of inventory control.	Remember	BTL1	C05
13.	What do you mean by management information system (MIS) in control?	Understand	BTL2	C05
14.	State the role of computers and IT in management control.	Understand	BTL2	C05
15.	What is productivity?	Remember	BTL1	C05
16.	Mention any two productivity problems in organizations.	Understand	BTL2	C05
17.	What is corrective action in control?	Understand	BTL2	C05
18.	Differentiate between feedforward and feedback control.	Understand	BTL2	C05
19.	What is financial control?	Remember	BTL1	C05
20.	Define internal control.	Remember	BTL1	C05
21.	What is standard costing as a control tool?	Understand	BTL2	C05
22.	Why is controlling essential for organizational success?	Apply	BTL3	C05
23.	What is meant by management by exception?	Understand	BTL2	C05
24.	What are the different types of control in organizations?	Understand	BTL2	C05

PART- B				
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Explain the nature, objectives and importance of controlling in management.	Understand	BTL2	C05
2.	Describe the steps in the control process and explain each with a suitable example.	Apply	BTL3	C05

3.	Discuss the various budgetary control techniques used in organizations.	Apply	BTL3	C05
4.	Explain important non-budgetary control techniques such as management audit, break-even analysis and ratio analysis.	Apply	BTL3	C05
5.	Analyze the role of computers and information technology in improving management control.	Analyze	BTL4	C05
6.	Discuss the concept and methods of quality control in manufacturing and service organizations.	Apply	BTL3	C05
7.	Explain the objectives and techniques of inventory control in organizations.	Apply	BTL3	C05
8.	Examine the major productivity problems faced by organizations and suggest measures to improve productivity.	Analyze	BTL4	C05
9.	Distinguish between feedforward, concurrent and feedback control with suitable examples.	Analyze	BTL4	C05
10.	Discuss the limitations of controlling and how managers can overcome them.	Evaluate	BTL5	C05
11.	Explain the need and procedure for management audit as a control tool.	Analyze	BTL4	C05
12.	Evaluate the effectiveness of budgetary control in a highly uncertain business environment.	Evaluate	BTL5	C05
13.	Discuss the role of MIS in facilitating effective control and decision making.	Analyze	BTL4	C05
14.	Illustrate how quality and inventory control contribute to higher productivity and cost reduction.	Analyze	BTL4	C05
15.	Assess the efficiency of control systems for a small retail store with standards, measurement and corrective actions.	Evaluate	BTL5	C05
16.	Analyze how productivity measurement and improvement programs can be implemented in a service organization.	Evaluate	BTL5	C05
17.	Discuss the relationship between planning and controlling and show how they are interdependent.	Analyze	BTL4	C05