

INDIAN MARITIME UNIVERSITY
(A Central University, Govt. of India)

End Semester Examinations – June 2023
B.B.A (Logistics, Retailing and E-Commerce)

Subject Code –UG31T2204
Principles of Management II

Date: 01.06.2023

Max Marks: 70 marks

Time: 3 Hrs

Pass Marks: 35 marks

Section – A

Multiple Choice Questions (MCQ)

Question Nos. (i) – (x) (Answer all the Questions) 10 x 1 mark =10 marks

(i)----- group of people from the same organizational area who meet regularly to solve problems they experience at work.

((a) Group (b) outsourcing (c) quality circle (d) none of the above)

(ii)-----are the pioneers in conceptualizing Motivation – Hygiene theory

((a) Blake and Mountain (b) Victor H. Vroom, (c) Frederick Herzberg (d) none of the above

(iii) -----people are motivated by existence needs, relatedness needs and growth needs.

((a) B.F. Skinner's Positive Reinforcement (b) McClelland's needs theory of motivation, (c) Expectancy theory (d) none of the above

(iv) The -----leader uses power high degree and usually consider the opinion of others

((a) Autocratic (b) democratic, (c) free-rein, (d) none of the above

(v) The -----have two dimensions:

- i. Concern for people
- ii. Concern for production

((a) Leadership as a continuum, (b) managerial grid, (c) both (a) and (b) (d) none of the above

(vi) M.B.O stands for

((a) Management by organization, (b) Management by opportunities, (c) Management by objectives, (d) none of the above

(vii)----- articulate a vision, inspire and motivate followers and create a climate favorable for organizational change.

- (a) Transactional leaders (b) transformational leadership (c) Autocratic leaders (d) none of the above

(viii) ----- equilibrium is maintained between driving forces and restraining forces.

- (a) Field force theory, (b)Vroom's theory (c) ERG theory (d) none of the above

(ix) ----- evaluates an ability to achieve a target

- (a) Continuous review (b) periodic review (c) comprehensive review (d) none of the above

(x) ----- introduced the concept of learning organization.

- (a) Peter Senge (b) William Blake (c) William Lawler (d) none of the above

Section B Short Questions **(5x2 =10 marks)**

- (i) Briefly state upward communication and downward communication.
- (ii) What do you mean by "The Peter's Principle"?
- (iii) Briefly state on "intelligence test".
- (iv) Write a short note on "expectancy theory" of motivation
- (v) What do you mean by "Dominant logic"?

Part C Answer **any 5** questions of the given 7 questions (Question No: (i) to (vii) 5x10 = 50 marks

- (I) Define leadership. Bring out the essential ingredients of leadership in a modern organization of your choice
 - (II) Discuss the theories in motivation such as Abraham Maslow's Hierarchy of Needs theory and relate the theory with Clayton Aldefer's ERG theory with suitable examples.
 - (III) Discuss leadership behavior and styles with relevant examples from the business/political scenario
 - (IV) Define a group. What are the reasons to form a group in the organization?
 - (V) What is a TEAM? Narrate the various types of TEAMS
 - (VI) What do you mean by conflict management? Discuss the various styles of conflict management
 - (VII) Suggest the ways in which you can improve the communication of an individual
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