

Indian Maritime University
(A Central University, Govt of India)

End Semester Examinations – December 2025

Programme Name: MBA (ITL/PSM)

Semester: I

Subject Code: PG22/21T4101

Subject Name: Principles and Practices of Management

Date: 05.12.2025

Max Marks: 60

Duration: 03 Hrs

Pass Marks: 30

General Instructions

- (i) All Sections (A, B & C) are to be attempted.
- (ii) Options, if any, are specified in respective section.

Section A

Ten MCQs/Fill in the Blanks of 01 Mark each – Choose the correct answer as applicable.

1. The Human Relations Theory is most closely associated with _____.
 - a. Henry Fayol
 - b. F W Taylor
 - c. Elton Mayo
 - d. Douglas McGregor
2. Management should find 'One best way' to perform a task. Which technique of scientific management is defined in this sentence?
 - a) Time study
 - b) Motion study
 - c) Fatigue study
 - d) Method study
3. Which of the following is not an example of departmentalisation?
 - a. Marketing department
 - b. Electronics department
 - c. South zonal office of an organisation
 - d. Small business with all employees reporting directly to the owner
4. The three variables originally included in expectancy theory are _____

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- a) Expectancy, instrumentality, power
 - b) Expectancy, power, hygiene factors
 - c) Expectancy, instrumentality, valence
 - d) Instrumentality, valence, power

5. The control process begins with _____.

- a. Comparing actual and standard performance
- b. Setting performance standards
- c. Taking corrective action
- d. Measuring performance

6. Which of the following is not a component of CRM?

- a. Operational CRM
- b. Analytical CRM
- c. Collaborative CRM
- d. Competitive CRM

7. The main objective of Operations Management is to:

- a. Minimize cost and maximise profit
- b. Increase advertising expenditure
- c. Reduce product quality
- d. Focus only on sales

8. Which type of port operation is hardest to automate effectively?

- a. Container handling
- b. Bulk cargo and break-bulk operations
- c. Gate entry systems
- d. Vessel scheduling

9. Tokenism in Diversity, Equity, and Inclusion (DEI) is _____.

- a. Superficial diversity efforts just for appearances rather than substantive change
- b. Fully embedding DEI into all HR practices
- c. Hiring a balanced number of people from all gender identities
- d. Having quotas tied to performance metrics

10. Which of the following is not a stage in Lewin's Change Model?

- a. Unfreezing
- b. Changing (Transition)
- c. Refreezing
- d. Reinforcing rewards

Section B

Five Questions of 02 Marks each

11. List out various functions of management.
12. What do you mean by employee empowerment?
13. Explain management audit.
14. Write a short note on Smart port.
15. What is a Multinational corporation (MNCs)?

Section C

Seven Questions of 8 Marks each of which any 05 questions to be answered.

16. Do you agree that Henry Fayol's management principles are still relevant in today's business world? Substantiate with relevant example(s).
17. How can you define the concept of 'Blue Ocean Strategy' in the light of the logistics industry? State with suitable examples the concept of 'BCG matrix'.
(4+4=8)
18. What is decentralisation? Explain the advantages and disadvantages of decentralisation
(3+5=8)
19. Elucidate how Maslow's theory is related to ERG theory of motivation.
20. Discuss in detail various types of critical points standards.
21. Discuss on the responses and lessons of the Ever Given Suez Canal blockage. How PESTLE can be an effective tool in developing a strategy for a logistics company.
(4+4=8)
22. What are Incoterms? Explain the latest version of Incoterms. (3+5)