**DEPARTMENT OF ELECTRICAL AND ELECTRONICS ENGINEERING**

**QUESTION BANK**

**SUBJECT : MG6851 PRINCIPLES OF MANAGEMENT SEM / YEAR: VII/ IV**

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| **UNIT I – INTRODUCTION TO MANAGEMENT AND ORGANIZATIONS** | | | |
| **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 – Current trends and issues in Management.** | | | |
| **Q.No** | **Questions** | **BT**  **Level** | **Competence** |
| 1 | List out the roles played by managers in an Organisation. | BTL1 | Remembering |
| 2 | Differentiate Entrepreneur & Manager. | BTL2 | Understanding |
| 3 | Show your understanding about the Management. | BTL3 | Applying |
| 4 | Point out the functions of managers. | BTL4 | Analyzing |
| 5 | Assess the concept of scientific management. | BTL5 | Evaluating |
| 6 | Design the skills required by managers at different levels. | BTL6 | Creating |
| 7 | Define Organization. | BTL1 | Remembering |
| 8 | Distinguish between Public and Private Limited Companies | BTL2 | Understanding |
| 9 | Illustrate the characteristics of managers. | BTL3 | Applying |
| 10 | Explain Hawthorne experiments. | BTL4 | Analyzing |
| 11 | Evaluate the factors affecting Business Environment. | BTL5 | Evaluating |

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| 12 | Discuss the systems approach to management. | | BTL6 | Creating |
| 13 | Describe organization culture. | | BTL1 | Remembering |
| 14 | Summarize time and motion study. | | BTL2 | Understanding |
| 15 | Associate your understanding of the term scalar chain and the term Esprit de Corps? | | BTL3 | Applying |
| 16 | Classify the types of partners. | | BTL4 | Analyzing |
| 17 | What is sole proprietorship and partnership? | | BTL1 | Remembering |
| 18 | Interpret the various types of Organisations. | | BTL2 | Understanding |
| 19 | Examine a private enterprise. | | BTL1 | Remembering |
| 20 | Quote the current trends in Management. | | BTL1 | Remembering |
| **PART - B** | | | | |
| 1 | (i) Define Management. | (3) | BTL1 | Remembering |
| (ii) Describe the various functions of Management. | (10) |
| 2 | (i) Discuss the principles of scientific management. | (3) | BTL2 | Understanding |
| (ii) Summarize the techniques of scientific management? | (10) |
| 3 | (i) Demonstrate whether Management is science or an Art. | (3) | BTL3 | Applying |
| (ii) Examine the 14 principles of management? | (10) |
| 4 | (i) Analyze the Various Levels of management. | (8) | BTL4 | Analyzing |
| (ii) Classify the roles of managers. | (5) |
| 5 | (i) Discriminate the timeline of the different schools of management. | (3) | BTL5 | Evaluating |
| (ii) Summarize the views of different schools of management. | (10) |
| 6 | (i) Formulate the Contingency Approach. | (5) | BTL6 | Creating |
| (ii) Generalize the Systems approach in Management. | (8) |
| 7 | (i) How would you analyse business environment? | (3) | BTL1 | Remembering |

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|  | (ii) Examine the various factors affecting Environment? | (10) |  |  |
| 8 | (i) Differentiate Sole proprietorship and partnership. | (5) | BTL2 | Understanding |
| (ii) Express the different types of business organization. | (8) |
| 9 | (i) Complete the various experiments in Hawthorne Studies. | (5) | BTL3 | Applying |
| (ii)Discover the findings of Hawthorne experiments. | (8) |
| 10 | (i) Point out the skills required by managers. | (5) | BTL4 | Analyzing |
| (ii) Explain in detail about Henry Fayol’s contribution towards classical approach in management. | (8) |
| 11 | (i) List the main characteristics of Public Enterprises. | (5) | BTL1 | Remembering |
| (ii) What are the features of Private Enterprises? | (8) |
| 12 | (i)Predict the relative importance of each type of skills to lower, middle and upper level managers. | (5) | BTL2 | Understanding |
| (ii) Give the current trends & issues in management | (8) |
| 13 | (i) Infer the concept of Globalization. | (3) | BTL4 | Analyzing |
| (ii) Contrast the various challenges of management in present scenario. | (10) |
| 14 | (i) State the elements of Organization culture. | (3) | BTL1 | Remembering |
| (ii) Identify the different types of culture in an organization? | (10) |
| **PART - C** | | | | |
| 1 | Mr. Naidu 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. Naidu 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 Naidu to stay close to Datta until money was paid back. Naidu stuck so close that he became Datta’s financial adviser. The loan was paid. But Naidu became Datta’s partner and resigned his bank job. Naidu collected information  about the textile industry there was huge scope for the industry. Within six years, Naidu | | | |

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|  | set up another textile plant to his employees Naidu was friendly and highly flexible boss. He preferred to lead by example rather than tell people how to do their jobs. However, Naidu 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:   1. What were the qualities of Naidu as a Manager? (5 marks) 2. Discuss the roles played by managers according to Mintzberg. What roles of the manager did Naidu play? (5 marks) 3. Do you think Naidu was successful Manager? (5 marks) |
| 2 | In 2006-07 PTC Food division decided to enter the fast growing (20-30% annually) snacks segment, an altogether new to it. It had only one national competitor– Trepsico'sTrito. After a year its wafer snack brand–Ringo, fetched 20% market share across the country. Ringo's introduction was coincided with the cricket world cup. The wafer snacks market is estimated to be around Rs. 250 crores. The company could take the advantage of its existing distribution network and also source potatoes from farmers easily. Before the PTC could enter the market, a cross-functional team made a customer survey through a marketing research group in 14 cities of the country to know about the snacks of eating habits of people. The result showed that the customers within the age- group of 15- 24 years were the most promising for the product as they were quite enthusiastic about experimenting new snack taste. The company reported to its chefs and the chefs came out with 16flavours with varying tastes suiting to the targeted age- group. The company decided to target the youngsters as primary target on the assumption that once they are lured in, it was easier to reach the whole family. Advertising in this category was extremely crowded. Every week two-three local products in new names were launched, sometimes with similar names. To break through this clutter the company decided to bank upon humour appeal. The Industry sources reveal that PTC spent about Rs. 50 Crores on advertisement and used all possible media- print and electronic, both including the creation of its own website, Ringoringoyoungo.com with offers of online games, contests etc. Mobile phone tone downloading was also planned which proved very effective among teenagers. The site was advertised on all dotcom networks. EM TV, Shine TV, Bee TV and other important channels were also used for its advertisement along with FM radio channels in about 60 cities with large hoardings at strategic places. Analysts believe that Ringo’s success story owes a lot to PTC's widespread distribution channels and aggressive advertisements. Humour appeal was a big success. The Ringo' was made visible by painting the Railway bogies passing across the States. It has also been successful to induce Lovely Brothers' Future Group to replace Trito in their Big-Bazaar and chain of food Bazaars. PTC is paying 4% higher margin than Trepsico to Future group and other retailers. Trito's share has already been reduced considerably. Retail tie-ups, regional flavours, regional humour appeals have helped PTC. But PTC still wants a bigger share in the market and in foreign markets also, if possible.  Answer the following questions:   1. What is SWOT analysis? (5 marks) 2. What are the strength and weakness of PTC? (5 marks) 3. What are the opportunities and threats of PTC? (5 marks) |
| 3 | Discuss the effects of globalization and liberalization in improving organizational growth. |

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| 4 | | Macro and Micro Environment affects business. Discuss. | | |
| **UNIT II – PLANNING** | | | | |
| **Nature and purpose of planning – planning process – types of planning – objectives – setting objectives – policies – Planning premises – Strategic Management – Planning Tools and Techniques – Decision making steps and process.** | | | | |
| **PART - A** | | | | |
| **Q.No** | **Questions** | | **BT**  **Level** | **Competence** |
| 1 | Define Planning Premises. | | BTL1 | Remembering |
| 2 | Differentiate strategic planning and operation planning. | | BTL2 | Understanding |
| 3 | Apply the importance of setting organizational objectives in modern organization. | | BTL3 | Applying |
| 4 | Classify the types of plans. | | BTL4 | Analyzing |
| 5 | Evaluate the SWOT analysis matrix. | | BTL5 | Evaluating |
| 6 | Develop the objectives of planning. | | BTL6 | Creating |
| 7 | Describe MBO. | | BTL1 | Remembering |
| 8 | Discuss the benefits of MBO. | | BTL2 | Understanding |
| 9 | Show your understanding of traditional objectives setting? | | BTL3 | Applying |
| 10 | Differentiate objectives and goals. | | BTL4 | Analyzing |
| 11 | Conclude your understanding about the planning premises related to planning? | | BTL5 | Evaluating |
| 12 | Generalize your understanding of Delphi technique. | | BTL6 | Creating |
| 13 | Quote the policies in Management. | | BTL1 | Remembering |
| 14 | Summarize the types of policies. | | BTL2 | Understanding |
| 15 | Discover the characteristics of sound policy. | | BTL3 | Applying |
| 16 | Point out the importance of rational decision making. | | BTL4 | Analyzing |
| 17 | What is intuitive decision making? | | BTL1 | Remembering |
| 18 | Distinguish programmed and non-programmed decisions | | BTL2 | Understanding |
| 19 | Write the strategies and programs. | | BTL1 | Remembering |

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| 20 | What is Strategic Management? | BTL1 | Remembering |

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| **PART - B** | | | | |
| 1 | i) List the different types of plans. | (3) | BTL1 | Remembering |
| (ii) How would you describe the types of plans? | (10) |
| 2 | (i) Define MBO | (3) | BTL2 | Understanding |
| (ii) Explain the process of MBO | (10) |
| 3 | (i) Illustrate the principles of planning. | (8) | BTL3 | Applying |
| (ii) Examine the types of planning. | (5) |
| 4 | (i) Point out the concept of strategic and operational planning. | (5) | BTL4 | Analyzing |
| (ii) Infer your understanding on the various steps in planning? | (8) |
| 5 | (i) Summarize the nature of Objectives. | (3) | BTL5 | Evaluating |
| (ii) Conclude the various objective setting methods. | (10) |
| 6 | (i) Formulate the purpose of planning. | (3) | BTL6 | Creating |
| (ii) Create the Various Types of Organizational Plans. | (10) |
| 7 | (i)What do you mean by Strategic and Operational Decision? | (3) | BTL1 | Remembering |
| (ii)Describe the programmed and non-programmed decision. | (10) |
| 8 | (i) Interpret the essentials of formulating policies? | (3) | BTL2 | Understanding |
| (ii) Express the different types of strategies? | (10) |
| 9 | (i) Classify the different types of Decisions. | (3) | BTL3 | Applying |
| (ii) Apply your approach for decision making in Organizations? | (10) |
| 10 | (i) Analyze a suitable scenario for the usage of Delphi Technique. | (3) | BTL4 | Analyzing |
| (ii) Explain the various planning techniques. | (10) |
| 11 | (i) Examine your understanding on framing policies. | (3) | BTL1 | Remembering |

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|  | (ii) Identify the various types of Policies with examples? | (10) |  |  |
| 12 | (i) Differentiate strategies and policies. | (3) | BTL2 | Understanding |
| (ii) Give the steps involved in strategic management Process. | (10) |
| 13 | (i) Classify the various levels of strategies. | (3) | BTL4 | Analyzing |
| (ii) Connect how strategic management is implemented in an Organization. | (10) |
| 14 | (i) Why is decision making is important in an Organization? | (3) | BTL1 | Remembering |
| (ii) Write the steps involved in Decision making process? | (10) |
| **PART - C** | | | | |
| 1 | Tata group has set its objectives of doubling its objectives ofdoubling profit every three years and sales revenue every four years.  Answerthe following questions:   1. Give yourcomment on objectives ofTATA group. (8 marks) 2. Give guidelines forobjective settings. (7 marks) | | | |
| 2 | 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:   1. Discuss the problems faced between Japanese Managers and Indian subordinate managers. (5 marks) 2. How can Japanese managers solve the problem? (5 marks) 3. Discuss the features of MBO. (5 marks) | | | |
| 3 | Policy making is guide to action in Organisation–Demonstrate with examples | | | |
| 4 | Administration essentially is a decision-making process: Elucidate this statement and explain the various types of decisions taken by executives | | | |

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| **UNIT III – ORGANIZING** | | | |
| **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, Recruitment, selection, Training and Development, Performance Management, Career planning and management.** | | | |
| **PART - A** | | | |
| **Q.No** | **Questions** | **BT**  **Level** | **Competence** |
| 1 | Define Departmentation. | BTL1 | Remembering |
| 2 | Distinguish between Authority and Power | BTL2 | Understanding |
| 3 | Discover the steps involved in HR planning. | BTL3 | Applying |
| 4 | Analyze the bases of span of Control. | BTL4 | Analyzing |
| 5 | Assess the concept of job design. | BTL5 | Evaluating |
| 6 | Develop the importance of Human resource management. | BTL6 | Creating |
| 7 | What is an organization chart? | BTL1 | Remembering |
| 8 | Contrast formal and informal organization. | BTL2 | Understanding |
| 9 | Classify the different types of staff in organization. | BTL3 | Applying |
| 10 | Point out the various categories of Departmentation. | BTL4 | Analyzing |
| 11 | Evaluate how career planning is related to career development. | BTL5 | Evaluating |
| 12 | Design the usage of Functional Departmentation. | BTL6 | Creating |
| 13 | Describe Training. | BTL1 | Remembering |
| 14 | Distinguish on the job and off the job training | BTL2 | Understanding |
| 15 | Show would your understanding on the selection process errors. | BTL3 | Applying |
| 16 | Infer your understanding on benefits of decentralization. | BTL4 | Analyzing |
| 17 | Examine the different bases of Departmentation. | BTL1 | Remembering |

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| 18 | Discuss with example the concept of Departmentation by functions and product. | BTL2 | Understanding |
| 19 | Write about the Performance Management. | BTL1 | Remembering |
| 20 | Tell about the concept of Organizing. | BTL1 | Remembering |

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| PART - B | | | | |
| 1 | (i) Examine the Line and Line & Staff organizational structure. | (3) | BTL1 | Remembering |
| (ii)Describe the function & committee organization. | (10) |
| 2 | (i) Interpret about the informal organization? | (3) | BTL2 | Understanding |
| (ii) Distinguish the benefits of formal and informal organization. | (10) |
| 3 | (i) Demonstrate the benefits of Decentralization. | (3) | BTL3 | Applying |
| (ii) Relate the concept of centralization and decentralization in an Organization? | (10) |
| 4 | (i) Analyze your conclusion regarding the importance of employee training? | (3) | BTL4 | Analyzing |
| (ii) Point out the methods of training. | (10) |
| 5 | (i)Delegation is the ability to get result through others - Conclude. | (3) | BTL5 | Evaluating |
| (ii) Summarize the guidelines for effective delegation. | (10) |
| 6 | (i) Invent the need for performance appraisal. | (3) | BTL6 | Creating |
| (ii) Formulate the various performance appraisal techniques. | (10) |
| 7 | (i) Quote about the matrix Organization Structure. | (8) | BTL1 | Remembering |
| (ii) List the advantages and limitations of matrix organization. | (5) |

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| 8 | (i) Estimate the main idea of Departmentation. | (5) | BTL2 | Understanding |
| (ii) Summarize the various types of departmentation. | (8) |
| 9 | (i) Illustrate your understanding on various sources recruitment? | (5) | BTL3 | Applying |
| (ii) Classify the advantages of internal & external sources of recruitment | (8) |
| 10 | (i) Explain organization chart? | (3) | BTL4 | Analyzing |
| (ii) Compare the types of organization structures. | (10) |
| 11 | (i) What is Span of Control? | (3) | BTL1 | Remembering |
| (ii) Write down the different factors influencing span of Control? | (10) |
| 12 | (i) What is meant by Selection Process? | (3) | BTL2 | Understanding |
| ii) Discuss the tasks associated with identifying and selecting competent employees. | (10) |
| 13 | (i) Classify the types of Delegation. | (5) | BTL4 | Analyzing |
| (ii) Infer the steps to be followed while delegating authority. | (8) |
| 14 | (i) Define Staffing. | (3) | BTL1 | Remembering |
| (ii)Identify the steps involved in selection process. | (10) |
| **PART - C** | | | | |
| 1 | A MNC with headquarters in Canada 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 fora  huge MNC? | | | |
| 2 | XYZ Company has various strategic business Units such as Textiles, InfoTech, pharma and electronics. Write about the different forms of departmentation. Which form of departmentation is suitable? | | | |
| 3 | Analyse the factors affecting span of management in an organisation | | | |
| 4 | Discuss in detail the various types of training. Employees prefer off the job training to on the job training. Why? | | | |

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| **UNIT IV – DIRECTING** | | | |
| **Foundations of individual and group behaviour – 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** | | | |
| **Q.No** | **Questions** | **BT**  **Level** | **Competence** |
| 1 | Define Leadership. | BTL1 | Remembering |
| 2 | Differentiate group and individual behaviour. | BTL2 | Understanding |
| 3 | Show your understanding on the concept of motivation. | BTL3 | Applying |
| 4 | Classify the different types of communication. | BTL4 | Analyzing |
| 5 | Evaluate the various motivation techniques. | BTL5 | Evaluating |
| 6 | Generalize the usage of job enrichment. | BTL6 | Creating |
| 7 | What are the advantages of Democratic Leadership Styles? | BTL1 | Remembering |
| 8 | Interpret the effective communication. | BTL2 | Understanding |
| 9 | Illustrate the Grapevine communication. | BTL3 | Applying |
| 10 | Contrast the theories of leadership. | BTL4 | Analyzing |
| 11 | Summarize the various types of leadership styles | BTL5 | Evaluating |
| 12 | State the importance of leadership. | BTL6 | Creating |
| 13 | What is brainstorming? | BTL1 | Remembering |
| 14 | Distinguish motivators and hygiene factors. | BTL2 | Understanding |
| 15 | Discover the important barriers to communication. | BTL3 | Applying |
| 16 | Analyze your understanding on job satisfaction. | BTL4 | Analyzing |
| 17 | List few monetary and non-monetary rewards. | BTL1 | Remembering |
| 18 | Associate the motivation and satisfaction. | BTL2 | Understanding |
| 19 | Quote the various elements in Maslow’s hierarchy of needs. | BTL1 | Remembering |
| 20 | Tell about the concept of group dynamics. | BTL1 | Remembering |

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| **PART - B** | | | | |
| 1 | (i) Define Leadership Style. | (3) | BTL1 | Remembering |
| (ii) Identify the ways in which various leadership styles can be adopted. | (10) |
| 2 | (i) Express the components of communication. | (3) | BTL2 | Understanding |
| (ii) Estimate the process of communication. | (10) |
| 3 | Compare and contrast early theories of Motivation | (13) | BTL3 | Applying |
| 4 | (i) Analyze the characteristics of a good leader. | (5) | BTL4 | Analyzing |
| (ii) Differentiate the various styles of leadership. | (8) |
| 5 | (i) Identify barriers to effective interpersonal communication. | (3) | BTL5 | Evaluating |
| (ii) How to overcome the barriers in communication | (10) |
| 6 | (i) Illustrate the usage of electronic media in communication. | (3) | BTL6 | Creating |
| (ii) Formulate the impact of electronic media in communication process. | (10) |
| 7 | (i) List the different barriers of communication. | (3) | BTL1 | Remembering |
| (ii) Tell the ways to overcome the barriers of communication. | (10) |
| 8 | (i) Summarize the X and Y Theory. | (3) | BTL2 | Understanding |
| (ii) Distinguish Maslow’s theory with Herzberg’s theory. | (10) |
| 9 | (i) Relate Job enrichment and Job Enlargement. | (3) | BTL3 | Applying |
| (ii) Demonstrate the group and individual Behaviour? | (10) |
| 10 | (i) Explain the Need Hierarchy theory? | (3) | BTL4 | Analyzing |
| (ii) Point out the various motivational techniques used in organizations? | (10) |
| 11 | (i) Write the Qualities of a leader? | (3) | BTL1 | Remembering |
| (ii) Examine the theories of Leadership. | (10) |

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| 12 | (i) Money is a motivator - Interpret? | (3) | BTL2 | Understanding |
| (ii) Differentiate financial and non-financial motivators. | (10) |
| 13 | (i) Classify the types of leadership. | (3) | BTL4 | Analyzing |
| (ii) Contrast the obstacles to the leader flexibility and leader styles based on them? | (10) |
| 14 | (i) What is the need for grapevine communication? | (3) | BTL1 | Remembering |
| (ii) Quote the various forms of communication. | (10) |
| **PART - C** | | | | |
| 1 | XYZ Corporation has a lot of barriers to communication. List the possibility of the various barriers. Also suggest the ways to overcome them. | | | |
| 2 | MNCs operate in different countries. How will they manage cultural diversity? | | | |
| 3 | Mr. Karthik has worked in a traditional conservative organisation. He shifted to a new organisation in a metropolitan city. The new job profile puts him in a position to take highly risky decisions. Though he performs well, he feels that the environment is very risky environment. What makes the difference between the two Organisations? Would you advise  him to continue in his job? | | | |
| 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? | | | |

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| **UNIT V – CONTROLLING** | | | |
| **System and process of controlling – budgetary and non-budgetary control techniques – use of computers and IT in Management control – Productivity problems and management – control and performance – direct and preventive control – reporting.** | | | |
| **PART - A** | | | |
| **Q. No** | **Questions** | **BT**  **Level** | **Competence** |
| 1 | Define controlling. | BTL1 | Remembering |
| 2 | Differentiate feed forward and feedback control. | BTL2 | Understanding |
| 3 | Demonstrate the factors to be considered for a product designing. | BTL3 | Applying |
| 4 | Infer your thinking about budgetary control. | BTL4 | Analyzing |
| 5 | Assess the importance of purchase control? | BTL5 | Evaluating |
| 6 | Prepare the necessity of budgetary control in organization. | BTL6 | Creating |
| 7 | What are the characteristics of Control function? | BTL1 | Remembering |
| 8 | Distinguish production and productivity. | BTL2 | Understanding |
| 9 | Classify the examples can give for budgets. | BTL3 | Applying |
| 10 | Analyze about feed forward control. | BTL4 | Analyzing |
| 11 | Summarize your views on reporting. | BTL5 | Evaluating |
| 12 | Generalize the need for critical point control? | BTL6 | Creating |
| 13 | What is Performance Appraisal? | BTL1 | Remembering |
| 14 | Express the principles of controlling. | BTL2 | Understanding |
| 15 | Show some examples for new control techniques. | BTL3 | Applying |
| 16 | Explain operations management. | BTL4 | Analyzing |
| 17 | Describe the critical point control. | BTL1 | Remembering |
| 18 | Summarize budgetary and non-budgetary control. | BTL2 | Understanding |
| 19 | Examine preventive control. | BTL1 | Remembering |
| 20 | Tell about the concept of Reporting. | BTL1 | Remembering |

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| **PART - B** | | | | |
| 1 | (i)What is control? | (3) | BTL1 | Remembering |
| (ii) Quote the phases in control. | (10) |
| 2 | (i) Discuss in detail about budgetary control | (5) | BTL2 | Understanding |
| (ii) Associate how non-budgetary control is adopted. | (8) |
| 3 | Illustrate and explain the three steps involved in the control process. | (13) | BTL3 | Applying |
| 4 | (i) Analyze the factors affecting productivity. | (5) | BTL4 | Analyzing |
| (ii) Point out the tools used to raise productivity. | (8) |
| 5 | (i) Assess the importance of reporting in Organizations. | (5) | BTL5 | Evaluating |
| (ii) Evaluate the types of reports. | (8) |
| 6 | (i) Generalize the various types of budgets used in organization? | (8) | BTL6 | Creating |
| (ii) Formulate the use of PERT and CPM. | (5) |
| 7 | (i) Write about the meaning of productivity? | (3) | BTL1 | Remembering |
| (ii) List the factors associated with productivity. | (10) |
| 8 | Discuss the various types of tools used to monitor and measure organizational performance. | (13) | BTL2 | Understanding |
| 9 | (i) Show your understanding on the use of computers for Control in management? | (3) | BTL3 | Applying |
| (ii) Discover the various IT Concepts in management control. | (10) |
| 10 | (i) Explain the benefits and limitations of budgetary | (3) | BTL4 | Analyzing |
| (ii) Connect the steps involved in implementation of budgetary control. | (10) |
| 11 | (i) Tell about the advantages associated with preventive control? | (3) | BTL1 | Remembering |
| (ii) Identify the types of Control? | (10) |
| 12 | (i) Give the meaning of operations management? | (3) | BTL2 | Understanding |
| (ii) Interpret the activities associated with operations management. | (10) |
| 13 | (i) Infer Budget. Give an example. | (3) | BTL4 | Analyzing |
| (ii) Classify the types of Budgets. | (10) |

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| 14 | Examine the following: (i)Purchase control (ii)Maintenance control (iii)Quality control | (4)  (3)  (3) | BTL1 | Remembering |
| **PART - C** | | | | |
| 1 | Mr. Prakash argues with Mr. Rakesh expressing his views on implementing preventive control system. Mr. Rakesh emphasizes 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. | | | |
| 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. | | | |
| 3 | Production is essential but productivity is indispensable–Comment. Highlight the tools and  techniques to measure productivity. | | | |
| 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. | | | |