

**INDIAN MARITIME UNIVERSITY**  
(A Central University, Govt. of India)  
**End Semester Examinations – Dec 2019**  
**Semester-I**  
**M.B.A** (Port and Shipping Management) /  
(International Transportation and Logistics  
Management)

**PG21T2101/PG22T2101-Principles and Practices of Management**

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**Date: 28-11-2019**

**Max Marks: 60**

**Time: 3 Hrs**

**Pass Marks: 30**

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**PART - A**

**(12x 1 = 12 Marks)**

**Answer all questions, all questions carry equal marks.**

1. Universality of management means
  - a) it applies to all nations
  - b) it is always applicable
  - c) it can be applicable to all levels
  - d) All of the above
  
2. When a foreign operation is based on parent company it is
  - a) Geocentric
  - b) Polycentric
  - c) Regiocentric
  - d) Ethnocentric
  
3. \_\_\_\_\_ is known as the Father of scientific management
  - a) Elton Mayo
  - b) Henry Fayol
  - c) Peter Drucker
  - d) F W Taylor
  
4. Blue ocean strategy means
  - a) A well tried plan to increase market
  - b) A market strategy to cover new innovation
  - c) An entry strategy to a competitive market
  - d) A market for maritime products
  
5. Which of the following is not delegation?
  - a) assigning shifts
  - b) applying leave
  - c) work order to supervisor
  - d) project manager's schedule to work stations
  
6. Concurrent control takes place
  - a) when action is in progress
  - b) after work is done
  - c) before work is done
  - d) All of above

7. Benchmarking is
- a) comparing one's business performance metrics to industry best
  - b) a practice of appraisal of employees at end of year
  - c) providing a break for Managers between projects
  - d) none of the above.
8. MBO was invented by \_\_\_\_\_.
- a) Peter Drucker
  - b) Koontz & O 'Donell
  - c) Henry Fayol
  - d) None of the above
9. Decentralisation is present when
- a) A manager assigns work to subordinate
  - b) A manager has a deputy to share workload
  - c) A manager holds complete authority
  - d) A manager does minimum work
10. Which one of these is not a Need theory?
- a) ERG theory
  - b) McClelland's theory
  - c) Maslow's hierarchy theory
  - d) Equity theory
11. Job description
- a) Describes what the job's needs are
  - b) Describes the person needed for the job
  - c) Describes the organisation
  - d) All of the above
12. Which of the following is not a technique of control?
- a) Break even analysis
  - b) Management audit
  - c) Management training
  - d) ABC analysis

### **PART – B**

#### **Answer any FIVE Questions**

**(5 x 4 = 20 Marks)**

13. What do you understand by scientific management?
14. Describe the significance of Ethics in today's business
15. Write a brief note on short term plans.
16. Describe MBO. What kind of businesses can use this tool in planning?
17. Write a brief on (i) Conflict (ii) Brainstorming

18. Explain (i) Forecasting(ii) Performance Appraisal?
19. What is the significance of X and Y theory of motivation?

**PART - C                    (4 x 7= 28 Marks)**

**Answer any FOUR of the following questions  
(Question no. 20 is compulsory)**

20. Evershine Ltd. was engaged in the business of manufacturing auto components. Lately, its business was expanding due to increased demand for cars. The competition was also increasing rapidly. In order to keep it's market share intact, the company's CEO directed its Production Manager to get the workforce to work overtime. This however led to a host of new problems. Due to increased pressure of work the efficiency of workers declined. Sometimes the subordinates had to work for and report to more than one superior. The workers became restless and showed signs of turning undisciplined. The spirit of teamwork, which had characterised the company previously, had begun to wane. Targets were being met, but workforce was unhappy.

Identify any three principles of management which were being violated, quoting the lines from the above situation. How would you have framed a decision had you been the CEO of Evershine.

21. Describe the decision making process and explain with an example how poor decisions can affect a business.
22. Elaborate on the styles of leadership seen in business and illustrate from real time corporate world.
23. Describe 'Line- staff' conflict and suggest measures to resolve the same
24. What is Departmentation? What are the bases used to organise departments?
25. Map out the control process throwing light on any two techniques of Control.

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