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MODULE: Bachelors {Software Engineering}

SEMESTER: 4

SECTION: B

SUBJECT: Principles of management

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Q1: Carefully read the statements and choose the correct answer.

1. Superior-Subordinate relationship on the basis of personal likes, dislikes, attitudes and prejudices results in_____.
 - a) Formal Organization
 - b) **Informal Organization** ✓
 - c) No Organization
 - d) None of the Above

2. No smoking in the factory' is an example of_____.
 - a) Policy
 - b) Procedure
 - c) **Rule** ✓
 - d) Strategy

3. In order to communicate, motivate and delegate a manager must have_____.
 - a) **Interpersonal Skills** ✓
 - b) Technical Skills
 - c) Conceptual Skills
 - d) Political Skills

4. Studying the future and arranging the means for dealing with it is part of the process of
 - a) organizing
 - b) commanding
 - c) controlling
 - d) **planning** ✓

5. Which part of the management process includes measuring results, comparing results to expectations, and taking corrective action to bring results in to line?
 - a) planning
 - b) organizing
 - c) leading
 - d) **controlling** ✓

6. Economic uncertainty, regulatory requirements, and new competitors are examples of what type of factors that affect managers?
- a) intrapersonal factors
 - b) internal factors
 - c) interpersonal factors
 - d) external factors ✓
7. The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skill?
- a) technical
 - b) administrative
 - c) interpersonal ✓
 - d) organizational
8. Which management principle states that each individual should report to only one boss in order to avoid conflict and/ or confusion?
- a) division of command
 - b) chain of command
 - c) unity of direction
 - d) unity of command ✓
9. Which level of management is responsible for implementing programs that are intended to carry out the broader objectives of an organization set by executives?
- a) supervisory managers
 - b) middle managers ✓
 - c) first level managers
 - d) chief financial managers

10. Which of the following characterize a manager as being effective?

- a) They use a minimum amount of resources for the amount of outputs produced.
- b) They devote a large amount of time to planning.
- c) They achieve their goals.
- d) They interview, select, and train people who are most suitable to fill open jobs. ✓

Q2: Carefully read the scenarios and identify the PRINCIPLES OF MANAGEMENT.

Q 1: Ali a commerce student visited a hospital, He observed that in hospital to treat different types of disease there is a separate department and each department is lead by dean of that respective department who is expert in that particular field having knowledge, training and experience of that particular area only, He could relate it to one of the principle of management, IDENTIFY.

ANSWER 1: AS Ali visited the hospital and observed that there are departments for different diseases and every department is leading by a dean so we can see that the works is divided into small parts (separate department) and getting handled with great ease and efficiency by their respective dean so we can state this to principle of management that is **Division of Work**.

Q 2: Sana a sales manager has to negotiate a deal with a buyer, she finds that if she can offer a credit period of 60 days she is likely to clinch the deal which is supposed to fetch the company a net margin of Rs 100,000, Now the company gives power to the manager to offer a credit period of 40 days due to which she could not get the deal, IDENTIFY the principles of management violated above.

ANSWER 2: Sana is a sales manager but still she is subordinated under the company's owner so she obeyed the order to get things done in organization. the authority given the management light to give to the subordinate (as in above statement) the principal that is violated above is **Authority and Responsibility**.

Q 3 In the company, Management and labor union entered into an agreement whereby workers have agreed to put in extra hours without any additional payment to revive the company out of loss. In return the management has promised to increase the wages of the workers when this mission is accomplished but afterwards management refused to fulfill its commitment. IDENTIFY the principles of management violated by the management of the company.

ANSWER: As both the management and labor did an agreement and the worker's obeyed with sincerity but the management of the company refuses to fulfill its commitment, so the management of the company violated the **DISCIPLIN** principle of management, it is an important requisite for smooth running of the enterprise.

Q 4: Ahmad a sales person is asked to clinch a deal with a buyer and is allowed to give 10% discount by Marketing Manager. But finance department tells him not to offer more than 5 % discount, due to which ahmad is confused. Which principle of management is violated? IDENTIFY.

ANSWER: Here the Ahmad is the subordinate under the marketing manager and the finance department so he is bound to obey the order of both management and therefore he is confused, if both the management have the **UNITY OF CMMAND** then they could make a good decision but they violated the principle of management.

Q 5: A Toyota industry is engaged in manufacturing cars and motorbikes. It has two separate departments for both the products. Each department has its own incharge, plans and executive resources, which leads to focused efforts of all the employees. IDENTIFY the principle of management followed by Toyota industries

ANSWER: TOYOTA industry has the one objective to manage the product, all employee work together to achieve the common goals and this must have one head and one plan, unit of action is necessary, the principle of management of that is followed by the industry in UNITY OF DIRECTION.