



## Self Evaluation Test

**Time: 3 hours**

**Maximum Marks: 80**

1. Why is it said that management principles are behavioural? (1)
2. What is meant by Fayol's principle of 'Esprit de corps'? (1)
3. Distinguish between 'Unity of command' and 'Unity of direction' principles of management on the basis of 'Aim'. (1)
4. Shreya, a manager feels that the employees should get enough time to adapt to a new environment to show results. By doing so she is following a principle of management. Name the principle. (1)
5. Ayesha, a Manager decided that there will be separate department for finance, marketing, production and sales in her company. By doing so she is following a principle of management. Name the principle. (1)
6. What did Taylor want to communicate through 'Mental Revolution'? (1)
7. Pawan is working as a 'production manager' in CFL Ltd. engaged in manufacturing of CFL bulbs. There is no class conflict between the management and workers. The working conditions are very good. The company is earning huge profits. As a policy matter, management is sharing the gains with the workers because they believe that prosperity of the company cannot exist for a long time without the prosperity of the employees.  
State the principle of management described in the above para. (1)
8. The directors of Mishika Ltd., an organisation manufacturing air-conditioners, have asked their production manager to manufacture 50 air-conditioners per day. The production manager has no authority to purchase special material required for the production of air-conditioners. As a result, he could not make air-conditioners of standard quality. Is production manager responsible for this? Identify the principle. (1)
9. An organisation follows the principles of management. What are the positive effects of each of the following principles of management on the organisation? (3)  
(i) Scalar chain (ii) Equity (iii) Division of work
10. Which principle of management is violated if an employee is asked to receive orders from two superiors? Explain the principle with a suitable example. (3)
11. Which principle of management envisages that each group of activities having the same objectives must have one head and one plan? Explain the principle with a suitable example. (3)
12. Which principle of management aims at securing the loyalty and devotion of the employees by giving them kind, fair and just treatment? Explain the principle with a suitable example. (3)
13. Fayol points out the danger and costs of unnecessary labour turnover in one of his principles. Name and explain the principle. (3)
14. An organisation employs more male employees than female employees because they can work overtime in case of excess work. In this organisation, Tushar and Sheela are working at the same post but being male employee, Tushar has more rights than Sheela. (4)  
(a) Which principle of scientific management is violated in the given case? Explain.  
(b) State any two values ignored in the above case.
15. Sanket, after completing his entrepreneurship course from U.S.A. returned to India and started a coffee shop 'Fioma Coffee' in a famous mall in Mumbai. The specialty of the coffee shop was the special aroma of coffee and a wide variety of flavours to choose from. Somehow, the business was neither profitable nor popular. Sanket was keen to find out the reason. He appointed Riya, an MBA from a reputed management institute as a manager to find out the causes of the business not doing well. Riya, took a feedback from the clients and found out that though they loved the special unique aroma of coffee but were not happy with the long waiting time being taken to process the order. She analysed and found out that there were many unnecessary obstructions which could be eliminated. She fixed a standard time for processing the order.

She also realised that there were many flavours whose demand was not enough. So, she also decided to discontinue the sale of such flavours. As a result, within a short period Riya was able to attract the customers.

Identify and explain any two techniques of scientific management used by Riya to solve the problem.

16. Explain how principles of management: (4)  
 (i) help in optimum utilisation of resources and effective administration, and (4)  
 (ii) help the managers in meeting changing environment requirements.
17. Explain 'Differential piece wage system' as a technique of scientific management.
18. Explain the following principles of management: (4)  
 (a) Equity (4)  
 (b) Remuneration of Employees
19. Explain the following principles of Fayol with the help of one example for each: (4)  
 (a) Scalar chain  
 (b) Stability of tenure of personnel
20. "Taylor's principles of scientific management and Fayol's principles of management are mutually complementary." Do you agree with this view? Give the differences between their contributions. (5)
21. Namita and Aslam completed their MBA and started working in a multinational company at the same level. Both are working hard and are happy with their employer. Aslam had the habit of backbiting and wrong reporting about his colleagues to impress his boss. All the employees in the organisation knew about it. At the time of performance appraisal the performance of Namita was judged better than Aslam. Even then their boss, Saleem Khan decided to promote Aslam stating that being a female, Namita will not be able to handle the complications of a higher post. (5)  
 (i) Identify and explain the principle of management which was not followed by this multinational company.  
 (ii) Identify the values which are being ignored quoting the lines from the above para.
22. Explain 'Cooperation, not Individualism' as a principle and 'Fatigue study' as a technique of scientific management. (5)
23. 'F' limited was engaged in the business of food processing and selling its products under a popular brand. Lately the business was expanding due to good quality and reasonable prices. Also with more people working the market for processed food was increasing. New players were also coming to cash in on the new trend. In order to keep its market share in the short run the company directed its existing workforce to work overtime. But this resulted in many problems. Due to increased pressure of work the efficiency of the workers declined. Sometimes the subordinates had to work for more than one superior resulting in declining efficiency. The divisions that were previously working on one product were also made to work on two or more products. This resulted in a lot of overlapping and wastage. The workers were becoming undisciplined. The spirit of teamwork, which had characterised the company, previously was beginning to wane. Workers were feeling cheated and initiative was declining. The quality of the products was beginning to decline and market share was on the verge of decrease. Identify and state any four principles of management that were being violated by the company, quoting the lines from the above para. (6)
24. Explain by giving any four reasons, why a proper understanding of management principles is necessary. (6)
25. 'Chennai Leather Ltd.' is the manufacturer of leather products. It is producing on large scale and its organisational structure is functional. In the production department various foremen have been employed. Each foremen have been made responsible for production planning, implementation and control. This has lead to a situation of confusion and uncertainty. Suggest a technique of scientific management to Chennai Leather Ltd. which may help it to effectively organise planning and its execution. Explain it. (6)