



UNIVERSITY OF THE PUNJAB

Fifth Semester – 2019

Examination: B.S. 4 Years Program

Roll No. in Fig.

Roll No. in Words.

PAPER: Principles of Management (SS)
Course Code: IT-302 Part-I (Compulsory)

MAX. TIME: 15 Min.
MAX. MARKS: 10

Signature of Supdt.:

Attempt this Paper on this Question Sheet only.

Please encircle the correct option. Division of marks is given in front of each question.

This Paper will be collected back after expiry of time limit mentioned above.

- Q1. Choose the correct Answer. (10x1=10)**
- 1) Bureaucracy is considered most efficient system because
A: It insists in rules
B: It prescribes informal relationships
C: It emphasizes on human elements in the organization
D: It provides more freedom to action
 - 2) Set of the attitudes, experiences, beliefs and values of an organization is called organization's -----
A: Strength
B: Environment
C: Culture
D: Resources
 - 3) Which of the following is NOT an assumption of Theory X:
A: People do not like to work
B: Work is a natural part of their lives
C: People avoid responsibility
D: Managers have to control and coerce employees
 - 4) Which element of structure refers to the continuous line of authority that extends from the highest organizational levels to the lowest and clarifies who reports to whom?
A: Work Specialization
B: Span of Control
C: Centralization
D: Unity of Command
 - 5) ----- means only one company became history which is the acquired company while the acquiring company remains.
A: Joint Venture
B: Merger
C: Acquisition
D: Both A and B
 - 6) According to Mintzberg, which of the following is true of senior managers?
A: They rely heavily on formal information systems.
B: They practise a science and a profession.
C: They spend little time on systematic planning.
D: They have few regular duties to perform.
 - 7) When a firm's engineers break down a competitor's product to learn about new technical innovations, they are engaging in -----
A: Espionage
B: Reverse engineering
C: Reengineering
D: Illegal activities
 - 8) In Wealth of Nations, Adam Smith described the breakdown of jobs into narrow and repetitive tasks and called this -----
A: Assembly lines
B: Lowest common factor of work
C: Highest common factor of work
D: Division of labour
 - 9) Organizations that have developed the capacity to continuously adapt and change because their members take an active role in indentifying and resolving work-related issues are called ----- organizations.
A: Learning
B: Visionary
C: Community
D: Interdependent
 - 10) If United Airlines merged with Northwest Airlines, this would be an example of what kind of grand growth strategy?
A: Acquisition
B: Vertical integration
C: Horizontal integration
D: Expansion



UNIVERSITY OF THE PUNJAB

Fifth Semester – 2019

Examination: B.S. 4 Years Program

Roll No.

PAPER: Principles of Management (SS)
Course Code: IT-302 Part – II

MAX. TIME: 2 Hrs. 45 Min.
MAX. MARKS: 50

ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Q2. Give Short Answers.

(10x2=20)

1. Point out the distinctive contribution of Taylor to the theory of management. Why is he regarded as the father of Scientific Management?
2. Briefly explain the factors determining the degree of decentralization of authority?
3. What are the different levels of management in an organization? Explain with an example?
4. What is the importance of 'Management by objectives' to industry? Explain.
5. Distinguish between the terms "strategy" and "Policy". Can an organization be successful without effective strategies?
6. What are the three steps in the control process? Explain.
7. Define SWOT Analysis in detail?
8. What do you understand by effective organizing? Explain.
9. How efficiency and effectiveness vary from each other, explain with examples?
10. Differentiate between:
 - a. Specific plans and Directional plans
 - b. Job Description and Job Specification

Q3. Give Answers of the following Questions.

(3x10=30)

1. What is departmentation? What are the different bases of departmentation? Explain.
2. Differentiate between planning and controlling process. Mention four advantages and four limitations of planning?
3. Differentiate between transactional and transformational leaders. Do you think that most managers in real life use a contingency approach to increase their leadership effectiveness? Explain.



UNIVERSITY OF THE PUNJAB

B.S. 4 Years Program : Fifth Semester – 2020

Paper: Principles of Management (SS)
Course Code: IT-302

Part – II

Roll No. [REDACTED]
Time: 2 Hrs. 45 Min. Marks: 50

ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Q.2. Give short answers of the following: (10x2=20)

1. Define Management? Explain the functions of a manager.
2. What is span of control?
3. How managers can improve ethical behavior in an organization?
4. Distinguish between line and staff authority?
5. How much a 'Good Corporate Image' is essential for an organization's success?
6. What is job analysis?
7. Differentiate between organizational goal and strategy with example?
8. Describe departmentation by process?
9. Explain unstructured problems?
10. What types of skills are required for managerial and non-managerial employees?

Q.3. Give brief answers of the followings. (3x10=30)

1. Explain Mintzberg's management role approach.
2. What is environmental scanning? Explain the environmental uncertainty matrix.
3. What is organizational change? Explain three-step model of the change process?



UNIVERSITY OF THE PUNJAB

B.S. 4 Years Program : Fifth Semester – Fall 2021

Roll No.

Paper: Principles of Management (SS)

Course Code: IT-302

Time: 3 Hrs.

Marks: 60

Q.1. Give short answers of the following: (6x5=30)

1. What are the four types of organizational resources?
2. Describe the kinds of managers found at different levels of the organization.
3. Explain, using systems theory, why a business organization is considered an open system.
4. What is the difference between 'programmed' and 'non-programmed' decisions? Give an example of each.
5. With reference to organization structure, what is the difference between mechanistic and organic organization?
6. What is 360-degree performance appraisal? Point out one benefit of this approach.

Q.2. Give brief answers of the followings. (3x10=30)

1. Briefly describe the ten managerial roles described by Henry Mintzberg. Give an example of each.
2. Describe the six steps in the strategic management process.
3. Identify barriers to effective interpersonal communication and briefly explain how to overcome them.



UNIVERSITY OF THE PUNJAB

Fifth Semester 2017
Examination: B.S. 4 Years Programme

Roll No. 7/

PAPER: Principles of Management (SS)
Course Code: IT-302

TIME ALLOWED: 2 hrs. & 30 mi
MAX. MARKS: 50

Attempt this Paper on Separate Answer Sheet provided.

SUBJECTIVE TYPE

2. Give Short Answers.

(10×2=20)

1. Explain Management by Objectives with a focus on IT industry?
2. Explain Advantages, Limitations of democratic type of leadership with examples?
3. Why and how job enrichment helps organizations to maintain competitiveness?
4. What type of technical skills are required for the managers, explain?
5. Outline five needs in Maslow's hierarchy of need theory?
6. Define SWOT Analysis in detail?
7. Differentiate between leading and controlling?
8. How efficiency and effectiveness vary from each other, explain with examples?
9. Differentiate between organizational goal and strategy with examples?
10. Define Motivation with examples?

3. Give Answers of the following Questions.

(3×10=30)

1. Differentiate between planning and controlling Process. Mention four advantages and four limitations of planning?
2. Critically discuss on the components of Organizational culture in context of various leadership styles?
3. What is quality in management terms? Compare various theories of quality management?



UNIVERSITY OF THE PUNJAB

Fifth Semester 2016
Examination: B.S. 4 Years Programme

Roll No. [REDACTED]

PAPER: Principles of Management (SS)
Course Code: IT-302

TIME ALLOWED: 2 hrs. & 30 min
MAX. MARKS: 50

Attempt this Paper on Separate Answer Sheet provided.

SUBJECTIVE TYPE

Q2. Give short answers.

(10×2=20)

1. ✓ What is Management by Objective?
2. ✗ Define Technical Skills of managers?
3. ✗ What is difference between organizational goal and strategy?
4. ✗ Define Motivation?
5. ✗ Differentiate between efficiency and effectiveness?
6. ✗ Outline five needs in Maslow's hierarchy of need theory?
7. ✗ Define SWOT analysis?
8. ✗ Explain unstructured problems?
9. ✗ Explain operational plans?
10. ✗ Difference between leading and controlling?

Q3. Give answers of the following questions.

(3×10=30)

1. ✗ What is decision making? Explain organizational decision making types and process in detail?
2. ✗ What is organizational culture? Discuss three types of cultures in organizations?
3. ✗ Explain Fayol's 14 principles of management?



UNIVERSITY OF THE PUNJAB

Fifth Semester 2014

Roll NO. _____

Examination: B.S. 4 Years Programme

PAPER: Principles of Management (SS)

TIME ALLOWED: 2 hrs. & 30 mins.

Course Code: IT-302

MAX. MARKS: 50

Attempt This Paper on Separate Answer Sheet provided.

SUBJECTIVE TYPE

. 2: Questions with short Answers.

[4x5=20 marks]

1. Name four "Decisional" roles, as described by Henry Mintzberg.
2. Compare "Centralized Decision Making" with "Decentralized Decision Making".
3. With reference to Porter's competitive strategies, highlight when should a company adopt "Focus" strategy
4. Compare the issues related to "Internal" vs. "External" Recruiting.
5. Differentiate "Job Centered" leadership behavior and "Employee Centered" leadership behavior.

. 3: Questions with Brief Answers:

[10x3=30 marks]

- A. Highlight various "Management skills" required for a good manager. Explain with Examples.
- B. What is "Strategic Management"? Highlight the steps of strategic management process with brief description for each.
- C. What is "Performance Appraisal"? Name some appraisal methods. Which one do you think is the best and why? Explain your answer with logical reason

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Theory.



UNIVERSITY OF THE PUNJAB

Fifth Semester 2015

Examination: B.S. 4 Years Programme

Roll No.

PAPER: Principles of Management (SS)
Course Code: IT-302

TIME ALLOWED: 2 hrs. & 30 mins.
MAX. MARKS: 50

Attempt This Paper on Separate Answer Sheet provided.

SUBJECTIVE TYPE

Q2: Answer the following short questions.

(2x10=20marks)

1. What is Management by Objective?
2. Define Technical Skills of managers?
3. What is difference between organizational goal and strategy?
4. What is contingency approach of Management?
5. Explain the concept of human resource management process?
6. Outline five needs in Maslow's hierarchy of need theory?
7. Define SWOT analysis?
8. Explain unstructured problems?
9. Explain operational plans?
10. Difference between leading and controlling?

Q3: Give answer the following questions.

(3x10=30 marks)

1. What is decision making? Explain organizational decision making types and process in detail?
2. What is Organizational culture? Discuss three types of culture in organizations?
3. Explain Fayol's 14 principles of management?