

S.B. Roll No.....

**BASIC OF MANAGEMENT**

**6<sup>th</sup> Exam/Common/6882/0956/6666/7520/9149/0475/0591/May'16**

**Duration: 3Hrs**

**M. Marks=75**

**SECTION A**

**Q.1. Fill in the blanks:**

**10x1.5=15**

- a. The art of getting things done through others is called.....
- b. Taylor's organisation is sometimes called.....
- c. A healthy work culture leads to .....employees.
- d. .... and .....are the two main components of professional ethics.
- e. Motivation can be ..... or .....
- f. Job satisfaction increases the .....of an organisation.
- g. Labour welfare is helpful in low labour.....and.....
- h. JIT stands for.....
- i. Excise duty is tax on.....
- j. TQM stands for.....

**SECTION-B**

**Q.2. Attempt any Six questions:**

**6x5=30**

- i. Define Management. What is the importance of Management?
- ii. Explain positive and negative attitudes with examples.
- iii. What do you mean by Leadership? What are qualities of a good leader?
- iv. Explain Maslow's Need Hierarchy theory of motivation.
- v. What do you mean by Incentives? Explain types of incentives.
- vi. Explain main features of performance appraisal.
- vii. Explain different methods of Training.
- viii. What are the benefits of Customer Relationship Management (CRM)?
- ix. Explain various methods of Advertisement.

**SECTION-C**

**Q.3. Attempt any THREE questions:**

**3x10=30**

- I. Define management, concept of management and explain various functions of managements.
- II. Explain the various functions of management in detail.
- III. Explain the term Organization structure. Also explain the types of industrial organization structures.
- IV. Define Leadership. Explain different styles of Leadership.
- V. Explain Minimum wages Act,1948.
- VI. Explain the concept of Total Quality Management. Also explain operation and benefits of TQM