



SNS COLLEGE OF TECHNOLOGY

(An Autonomous Institution)

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COIMBATORE-641 035, TAMIL NADU



QUESTION BANK

23BAT602 – MANAGEMENT & ORGANIZATIONAL BEHAVIOUR

UNIT I: INTRODUCTION TO MANAGEMENT

Short Answer Questions (2 Marks Each)

- 1. Define management and explain its purpose.**
Management is the process of planning, organizing, leading, and controlling resources to achieve specific goals efficiently and effectively. Its purpose is to coordinate efforts and maximize productivity.
- 2. Describe the nature of management as a discipline.**
Management is both a science and an art. As a science, it relies on established principles, and as an art, it requires creativity and human interaction skills to effectively lead and motivate people.
- 3. List the primary characteristics of management.**
Key characteristics include goal orientation, universality, continuous process, multidimensional, group activity, and dynamic nature.
- 4. Differentiate between a manager and an entrepreneur.**
A manager administers and executes the plans in an organization, while an entrepreneur initiates and drives new business ideas, taking risks to achieve growth and innovation.
- 5. Identify the various roles of a manager.**
Mintzberg identifies three roles: interpersonal (e.g., leader), informational (e.g., monitor), and decisional (e.g., entrepreneur).
- 6. Classify the different levels of management in an organization.**
The three levels of management are: Top-level (e.g., CEO), Middle-level (e.g., department heads), and First-line (e.g., supervisors).
- 7. Explain why management is considered both a science and an art.**
Management is a science due to its systematic body of knowledge and principles, while it is an art due to the skills and creativity needed in handling human relations and situations.
- 8. Illustrate the basic functions of management with examples.**
Functions include planning (e.g., setting goals), organizing (e.g., allocating tasks), leading (e.g., motivating employees), and controlling (e.g., performance monitoring).
- 9. Summarize the three types of managerial skills.**
The three types are technical skills (knowledge of specific tasks), human skills (ability to interact effectively), and conceptual skills (ability to see the organization as a whole).

10. Identify any two principles of management by Henri Fayol.

- **Unity of Command:** Each employee should receive orders from only one superior to avoid confusion.
- **Division of Work:** Specialization increases productivity and efficiency.

11. List the levels of management and explain their scope.

The levels of management are top-level, middle-level, and first-line. Top-level sets goals, middle-level coordinates activities, and first-line supervises day-to-day tasks.

12. Define the term "management functions" and name the key functions.

Management functions refer to activities performed to achieve goals. The key functions are planning, organizing, leading, and controlling.

13. Describe the scope of management in an organization.

The scope of management involves planning, organizing, staffing, directing, and controlling resources to achieve goals efficiently.

14. State the difference between line and staff managers.

Line managers directly oversee production and core functions, while staff managers provide specialized support services.

15. Outline the characteristics of an effective manager.

Effective managers possess communication skills, decision-making ability, leadership qualities, adaptability, and time management.

16. Explain the concept of managerial efficiency.

Managerial efficiency is the ability to achieve goals with minimal use of resources, maximizing output while minimizing input.

17. Describe the interrelationship between planning and controlling.

Planning sets the goals, while controlling ensures those goals are achieved. Control compares actual performance with planned objectives.

18. List the major managerial functions and briefly explain each.

- **Planning:** Setting goals and deciding how to achieve them.
- **Organizing:** Allocating resources and assigning tasks.
- **Leading:** Motivating and guiding employees.
- **Controlling:** Monitoring and evaluating progress.

19. Define the role of a first-line manager in an organization.

First-line managers oversee day-to-day operations and supervise frontline employees to ensure tasks are completed effectively.

20. Identify two functions of management and describe their relevance.

- **Planning:** It sets a clear direction and outlines a path to achieve goals.
- **Controlling:** Ensures tasks align with the planned objectives, maintaining quality and efficiency.

Long Answer Questions (16 Marks Each)

1. **Discuss** the functions of management and their significance in achieving organizational objectives. (*Understanding - Level 2*)
2. **Analyze** the roles of managers at different levels in an organization, using Henry Mintzberg's framework. (*Analyzing - Level 4*)
3. **Compare** and **contrast** management as a science and as an art, giving suitable examples. (*Analyzing - Level 4*)
4. **Evaluate** the importance of managerial skills in achieving organizational success. (*Evaluating - Level 5*)
5. **Explain** the principles of management proposed by Henri Fayol and their application in modern organizations. (*Understanding - Level 2*)
6. **Examine** the different roles played by managers, highlighting the significance of each role. (*Analyzing - Level 4*)
7. **Analyze** the levels of management, their respective roles and responsibilities in an organization. (*Analyzing - Level 4*)
8. **Explain** the nature, characteristics, and scope of management, and discuss its importance for organizations. (*Understanding - Level 2*)
9. **Describe** the essential functions of management and how they contribute to achieving organizational goals. (*Understanding/Applying - Level 2*)
10. **Analyze** the relevance of Fayol's principles in today's dynamic business environment. (*Analyzing - Level 4*)