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**Reg. No. :**

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**Question Paper Code: 99774**

**B.E. / B.Tech. DEGREE EXAMINATION, MAY 2024**

**Seventh Semester**

**Civil Engineering**

**19UME974-PRINCIPLES OF MANAGEMENT**

**(Common to ALL branches)**

**(Regulations 2019)**

**Duration: Three hours**

**Maximum: 100 Marks**

**PART A - (10 x 1 = 10 Marks)**

1. Which of the following contributed by F.W.Taylor? CO1 -R
  - (a) Principles of management
  - (b) scientific management
  - (c) theory of motivation
  - (d) all of the above
  
2. "Authority is undermined, discipline in jeopardy, order disturbed and stability threatened" Above statement is the violation of one of the principles of management. CO1 -R
  - (a) Unity of direction
  - (b) Discipline
  - (c) Unity of command
  - (d) Stability of Personnel
  
3. Management is the art of getting things done through and with an informally organized\_\_\_\_\_. CO2- R
  - (a) Harold Koontz
  - (b) Terry
  - (c) Louis Allan
  - (d) Henry Fayol
  
4. MBO offers the basis for assessing the -----, CO2- R
  - (a) Techniques
  - (b) Performance
  - (c) Authority
  - (d) Subject
  
5. Employee relationships are major element of occupation of CO3- R
  - (a) Marketing manager
  - (b) Account manager
  - (c) Finance manager
  - (d) Human resource manager

- 6 Which of the following is not an example of 'structure? CO3- R
- (a) Supplies of materials (b) Rules and procedures  
(c) Formal hierarchy (d) Information systems
- 7 Which of the following is not a type of communication barrier? CO4- R
- (a) Semantic barriers (b) Psychological barriers  
(c) Rational barriers (d) Organizational barriers
- 8 It refers to all measures which are used to motivate people to improve performance, CO4- R
- (a) Leadership (b) Motivation (c) Incentives (d) Communication
- 9 Relationship between revenues and expenses is given by CO5- R
- (a) Audit (b) Breakeven point Analysis  
(c) Profit and loss budget (d) PERT
- 10 It is the process of ensuring that events conform to plans. CO5- R
- (a) Planning (b) Controlling (c) Organising (d) Directing

PART – B (5 x 2= 10Marks)

11. Distinguish between Management and Administration. CO1-U
12. Explain MBO. CO2-U
13. Define authority. CO3 -U
14. Difference between formal and informal communication. CO4 -U
15. Define Productivity. List the type of Productivity. CO5 -U

PART – C (5 x 16= 80Marks)

16. (a) Explain in detail about Henry Fayol's contribution towards classical approach towards management. CO1 -U (16)
- Or
- (b) Explain the major functions of management. CO1-U (16)
17. (a) Elucidate the types of decisions and explain the process of decision making CO2 -U (16)
- Or
- (b) Explain the Planning. Discuss the steps involved in planning. Advantage and limitations of planning CO2 -U (16)

18. (a) Explain the line and staff organization with an examples. Discuss its merits and demerits CO3 -U (16)
- Or
- (b) Explain the various methods of training. CO3-U (16)
19. (a) Describe Communication, types of communication. Explain the barriers for effective communication. CO4- U (16)
- Or
- (b) Explain in detail about the Maslow's Hierarchy of need theory and Herzberg's motivation hygiene theory and bring out the similarities of the two theories of motivation. CO4-U (16)
20. (a) Explain different Budgetary and non-budgetary control techniques. CO5-U (16)
- Or
- (b) Explain the various tools and techniques to improve productivity. CO5- U (16)

