



UNIVERSITY OF THE PUNJAB

Roll No.

Fourth Semester - 2017
Examination: B.S. 4 Years Programme

PAPER: Introduction to Management
Course Code: MNG-211 / GEN-22140

TIME ALLOWED: 30 mins.
MAX. MARKS: 10

Attempt this Paper on this Question Sheet only.

Q.No.1 Encircle the most appropriate answer of the following (10 Marks)

1. Interest rates, inflation rates, and stock market indexes are all examples of which of the factor of an organization's general environment?
 - A. Economic
 - B. Political
 - C. Social
 - D. Technological
2. Computers and campus facilities given to a university are called its.
 - A. Human resources
 - B. Financial resources
 - C. Physical resources
 - D. Information resources
3. _____ are involved with managing the work of employees involved directly in production.
 - A. Top managers
 - B. Chief executive officer
 - C. Middle managers
 - D. Front-line managers
 - E. First-line managers
4. Which of the following describe(s) a global marketplace?
 - A. The entire world is a marketplace
 - B. National borders are irrelevant
 - C. The potential for organizations to grow expands dramatically
 - D. All of the above
5. All of the following are Dimensions of organizational culture EXCEPT:
 - A. Innovation
 - B. Aggressiveness
 - C. Stability
 - D. Customer orientation
6. Planning can't eliminate change. Managers plan in order to _____.
 - A. Be prepared for when changes in management at the top occurs
 - B. Anticipates changes and develops the most-effective response to changes
 - C. Decide what needs to be done when a change in environments happen
 - D. Have the appropriate materials available when the demand for them comes about
7. What happens to traditional goals as they make their way down from top management to lower levels?
 - A. They lose clarity and unity
 - B. They unite the workforce
 - C. Lower-level managers must continually revise and correct them.
 - D. They purposely remain vague and nonspecific.
8. In identifying the problem, a manager _____.
 - A. Compares the current state of affairs with where they want to be
 - B. Expects problems to be defined by neon lights
 - C. Looks for discrepancies that can be postponed
 - D. Will not act when there is pressure to make a decision
9. Which of the following is the final step in the decision-making process?
 - A. Identifying the problem
 - B. Evaluating the decision's effectiveness
 - C. Identifying decision criteria
 - D. Selecting an alternative that can resolve the problem
10. Trait theories have..... Traits associated with leadership
 - A. 07
 - B. 14
 - C. 04
 - D. 06



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

Attempt this Paper on Separate Answer Sheet provided.

Note: Write your Roll.No. In space provided. Attempt all Questions.

Q.No.2 Define the following Terms:

(20 Marks)

- a) Controlling
- b) External Environment
- c) Diagonal Communication
- d) Mechanistic Organization
- e) Managerial Skills
- f) First Line Managers
- g) Equal Employment Opportunity
- h) Job Motivation
- i) Bounded Rationality
- j) Job Description

Q.No.3 Describe the various components in an organization's specific and general environments.
(10 Marks)

Q.No.4. List and discuss the eight steps in the decision-making process **(10 Marks)**

Q.No.5 Explain Management by Objective (MBO) and discuss in detail the implementation of MBO.
(10 Marks)