



UNIVERSITY OF THE PUNJAB

B.S. 4 Years Program / Fourth Semester – 2019

Paper: Introduction to Management

Course Code: MNG-211 / GEN-22140 Part-I (Compulsory) Time: 15 Min. Marks: 10

Roll No. in Fig.

Roll No. in Words.

Signature of Supdt.:

ATTEMPT THIS PAPER ON THIS QUESTION SHEET ONLY.

Division of marks is given in front of each question.

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

Q.1. Encircle the right answer cutting and overwriting is not allowed. (10x1=10)

1. Which of the following decision-making models emphasizes short-run solution of a problem rather than long-term goal accomplishment?
 - a. Rational model
 - b. Satisficing model
 - c. Incremental model
 - d. Garbage-can model
2. Which of the following refers to the flow of information among persons at different levels, who have no direct reporting relationships?
 - a. Horizontal communication
 - b. Diagonal communication
 - c. Upward communication
 - d. Downward communication
3. Direct control is the control that is exercised after the deviations from plans have occurred. Which of the following is not an underlying assumption of direct control?
 - a. Performance can be measured
 - b. Personal responsibility is absent
 - c. The time expenditure is warranted
 - d. Mistakes can be discovered in time
4. Which function of management involves filling, and keeping filled, the positions in the organization structure?
 - a. Organizing
 - b. Planning
 - c. Staffing
 - d. Controlling

P.T.O.

5. Top management works on
 - a. Strategic plan
 - b. Corporate plan
 - c. Budgeting
 - d. Both A & B
6. First step in planning process is to
 - a. Set an objective
 - b. Evaluate alternatives
 - c. Determine strength and weaknesses
 - d. None of above
7. The first step in making decisions in an emergency is to:
 - a. Evaluate alternatives
 - b. Formulate a policy
 - c. Gather and collate information
 - d. Define the problem
8. The word _____ denotes a function, a task, a discipline.
 - a. Management
 - b. Leadership
 - c. Motivation
 - d. None of the above
9. Advantage of delegation of authority results in prompt _____.
 - a. Understanding
 - b. Decision making
 - c. Both (A) and (B)
 - d. None of the above
10. The higher the _____ level of the employee, the lower the job satisfaction.
 - a. Managerial
 - b. Educational
 - c. Satisfaction
 - d. None of the above



ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

SHORT QUESTIONS

- Q.2. Define the following with example. (5x4=20)**
- i. Advantages of democratic leadership
 - ii. Human factors in managing services
 - iii. Job enrichment
 - iv. Brainstorming
 - v. Organizational structure

LONG QUESTION

- Q.3. Questions with brief answers. (3x10=30)**
- i. Describe how are the policies implemented and the challenges that accompany their implementation.
 - ii. Explain in detail the important factors in choosing an organization.
 - iii. Discuss in detail the core objectives and functions of management.