Q.1. What are the essential qualities for a successful supervisor? Explain the duties and responsibilities of a supervisor.  
   OR
   What is the role and importance of communication in an organisation? Explain the different barriers to effective communication.  
   (5+5=10)

Q.2. Explain the different approaches for management.  
   (10)

Q.3. Discuss various levels and functions of management.  
   (10)

Q.4. Define ‘leadership’. State basic four styles of leadership.  
   (10)

Q.5. Management is a goal oriented process. Explain.  
   OR
   Why do managers need to acquire different skills at various level? What are the skills conceptualized by Katz?  
   (10)

Q.6. Why do people resist change? Identify the major factors which play a significant role in this process.  
   (10)

Q.7. Discuss whether you need any control when everything in going, as planned.  
   OR
   What are the key concepts to an exceptional customer care service?  
   (10)
Q.8. Discuss the concept of MBO. What are its key features? Give your views on its practical application. (10)

Q.9. Write short notes on:
   (a) TQM (Total Quality Management)
   (b) Maslow theory
   (c) X and Y theory
   (d) Wage structure

(4x 2 ½ =10)

Q.10. Match the following:

(a) Motivation (i) Peter Drucker
(b) Leadership (ii) Modern management approach
(c) Discipline (iii) Controlling
(d) Evolution of management (iv) Technical skill
(e) Functions of management (v) Communication
(f) Change management (vi) Maslow
(g) MBO (vii) Leadership
(h) Team building (viii) Trait’s theory
(i) Keith David (ix) Self controlled
(j) Supervisor (x) Resistance

(10x1=10)

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