Q.1. What are the keys to be a successful supervisor? Explain the duties and responsibilities of a supervisor.  

Q.2. Write short notes on:  
   (a) TQM  
   (b) Maslow theory  
   (c) X and Y theory  
   (d) Wage structure  

Q.3. Explain the different approaches of management.  
   OR  
   Motivation is one of the most important management techniques. Explain.  

Q.4. Discuss the various levels of management.  
   OR  
   What is the role and importance of communication in an organisation?  

Q.5. Management is a goal oriented process. Explain.  
   OR  
   Define leadership. State basic four styles of leadership.  

Q.6. What are the management skills conceptualized by Katz? Explain.  

Q.7. Why do people resist change? Identify the major factors which play a significant role in this process.  

MAX. MARKS: 100
Q.8. Discuss the concept of MBO. What are its key features?  

OR  

What are the key concepts to an exceptional customer care services?  

(10)

Q.9. Discuss whether you need any control when everything is planned.  

(10)

Q.10. Match the following:  

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

(10x1=10)

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