

BASICS OF MANAGEMENT
6th Exam/Elect/ECE/5820/Nov'24
(For 2018 Batch Onwards)

Duration: 3Hrs.

M.Marks:75

SECTION-A

Q1. Fill in the blanks.

15x1=15

- a. A manager is someone who gets _____ through other people.
- b. Top level managers are responsible for _____ for the organization.
- c. CEO and COO constitute the _____ management team.
- d. Motivation is _____ for efficiency.
- e. Two types of professional ethics are _____ and _____.
- f. HRM stands for _____.
- g. _____ is a vital part in performance appraisal process of an employee.
- h. The main objective of advertisement is to create a _____ climate for improving.
- i. JIT stands for _____.
- j. TQM stands for _____.
- k. Customer retention implies customer _____.
- l. Registration of a _____ is a prerequisite for initiating an infringement action.
- m. Cyberspace is a key building block of _____ law.
- n. Purchasing is a _____ activity that goes to the simple act of buying.
- o. Store management is a _____ facility inside an organization.

SECTION-B

Q2. Attempt any six questions.

6x5=30

- i. Write a short note on cyber security.
- ii. What is the need customer relationship management?
- iii. What are the benefits of the TQM for the management of an organization?
- iv. Enlist the important functions of material management?
- v. What is the need of incentive plans?
- vi. What is the need of manpower planning?
- vii. What do you understand by values?
- viii. What do you means by job satisfaction? Write briefly.

SECTION-C

Q3. Attempt any three questions.

3x10=30

- a. Explain all the stages of leadership.
- b. Explain all the functions of a management.
- c. What do you mean by organization work culture? Discuss its types.
- d. What is performance appraisal? Explain.
- e. How can we turn an angry customer into lifelong customer?

P.S.B.T.E.&I.T.