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B. HMCT  
HSSM 4312

## Sixth Semester Examination – 2008

### PRINCIPLES OF MANAGEMENT

Full Marks – 70

Time : 3 Hours



Answer Question No. 1 which is compulsory  
and any **five** from the rest.

The figures in the right-hand margin  
indicate marks.

1. Explain the following in brief : 2 × 10
- (a) Job description
  - (b) KRA (Key Result Area)
  - (c) Chain of command
  - (d) Laissez-faire

- (e) PERT
- (f) Down sizing
- (g) Productivity index
- (h) Questionnaire
- (i) MBO
- (j) Team work.

2. Describe the communication attributes needed to achieve the end results of communication. How do you rectify the barriers of a “sender” in the communication process ? 10
3. Write about basic leadership concept. In the present context conditions, write in brief about appropriate leadership qualities required for a chief executive officer of growing 5 star hotel establishment. 10
4. Explain about the relationship between authority and responsibility. Managers continue to find

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differences in directing their subordinates, write about basic nature of direction and the methods of directing. 10

5. The best justification for preparation of budgets is the ability to install an effective planning system. Enumerate the various components of planning and its advantages and disadvantages. 10

6. Evaluate the conceptual ideas of F. W. Taylor and Henry Fayol to modern day management. Write in brief about functions of management and differences between leadership and management. 10

7. What do you understand by job analysis ? How do you design Performance Appraisal System for upgradation of an employee's performance ? 10

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8. How do you describe manpower Audit ? Explain about recruitment procedures for "Receptionist" of 3 star hotel. 10

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