



Part B- Essay Questions

Answer **only three (03)** questions

Marks allocation: 60 Marks

01. Managers are leaders who play an integral role in the organizations for which they work. Managers of larger organizations have specific functions they fulfill within the management hierarchy. Within this hierarchy, managers typically have varying levels of power and responsibilities. In most organizations, this hierarchy consists of three primary levels.

- i) Briefly explain three (03) management levels with the duties and responsibilities at each of these management levels. (10 Marks)
- ii) Briefly explain the major three (03) skill sets needed to perform duties and responsibilities at each of those management levels. (10 Marks)

(Total Marks 20)

02. Motivating employees is vital to any business, as motivated workforce means a highly productive staff, all of which will help to achieve business goals. Before you build a motivational strategy, the first step you need to take is to understand what motivates your employees.

- i) Define the term "Motivation". (4 Marks)
- ii) How employees can be motivated according to the Maslow's Hierarchy of Needs theory? Explain your answer with suitable examples. (8 Marks)
- iii) Briefly explain the importance of motivation in present business context. (8 Marks)

(Total Marks 20)

03. "Leadership is the process of directing and influencing the task related activities of group members".

i) Explain the difference between trait theories of leadership and behavioral theories of leadership. (6 Marks)

ii) Describe Autocratic, Participative and Laissez-faire leadership styles. (6 Marks)

iii) What is meant by "Empowerment" and why it is important to a good leader? (8 Marks)

(Total Marks 20)

04. "Organizations use control procedures to ensure they are making satisfactory progress toward their goals and using their resources effectively".

i) Define the term "Controlling" (4 Marks)

ii) Why is it important to managers to understand the process of organizational control? (8 Marks)

iii) Describe the differences in feed forward control, concurrent control and feedback control

(8 Marks)

(Total Marks 20)

05. "Organizing is the process of defining and grouping the activities of the enterprise and establishing the authority relationships among them".

i) Discuss the merits and demerits of formal organizational structures. (8 Marks)

ii) Briefly explain the contemporary organizing trends those lead to change the working places. (12 Marks)

(Total Marks 20)