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Total No. of Pages : 02

Total No. of Questions : 09

M.Sc.(SIM) (Sem.-1)
SERVICE MANAGEMENT BASICS
Subject Code : PGS-103
Paper ID : [F0402]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A**1) Answer briefly :**

- a) What do you understand by Quasi-professional style of management?
- b) Why Managerial skill is required in business?
- c) Define the term '*Esprit-de-corps*'.
- d) "*Planning is a function of a higher-level manager*". Comment.
- e) Explain the bottom-up approach of planning?
- f) What are the major findings of Hawthorne experiment?
- g) What do you understand by 'Leadership continuum'?
- h) What are the various qualities of a good leader?
- i) "*Self control involves part of imposed control*". Comment.
- j) What do you mean by Critical point control?

SECTION-B

- 2) *“Management is a combination of art and science”*. Justify the statement with the help of suitable example.
- 3) What are the various roles played by the manager in a business organization?
- 4) What is a ‘Plan’? Explain the various types of plans used in a business organization.
- 5) What is the need of organizing? Discuss the various types of organizational charts.
- 6) What are the various channels of communication?

SECTION-C

- 7) Critically examine the Fayol’s principles of management. Explain them in detail.
- 8) *“Planning is a mere ritual in fast-changing environment.”* Discuss the statement along with the various elements of planning process.
- 9) Compare and contrast the ‘Greatman Theory’ and ‘Trait Theory’ of Leadership.