

International Islamic University Chittagong (IIUC)

Department of Economics & Banking

Final Examination, Autumn-2018

Program: BSS (Honours)

Course Code: MGT-1201

Course Title: Principles of Management

Time: 2.5 Hours

Full Marks: 50

Answer any **Five** of the following questions. All parts of a question must be answered sequentially. Figures in the right margin indicate full marks.

1. (a) Find out the difference between Theory X and Theory Y. 05
(b) What are the five phases of Maslow's Need Hierarchy Theory? Discuss with examples. 05
2. (a) Identify and discuss four types of qualities of a leader. 04
(b) List seven spectrum of leadership. 03
(c) Define autocratic leadership, democratic leadership and laissez-faire. 03
3. (a) What is effective communication? 02
(b) What are the communication challenges in today's work place? Discuss. 04
(c) Discuss six steps of communication process. 04
4. (a) Define internal and external coordination. 03
(b) What are the problems of coordination? 03
(c) Discuss the importance of 5C's of communication. 04
5. (a) What is controlling? Discuss various steps in controlling. 05
(b) Control is necessary in every organization to ensure that everything is going properly. Every manager, therefore, should have an effective and adequate control system to assist him in making sure that events conform to plans. Discuss the essentials of effective control system. 05
6. Explain the following techniques of control in short: 10
 - i. Break-even analysis
 - ii. PERT
 - iii. CPM
 - iv. MIS
 - v. Auditing
7. Write notes on the followings: 10
 - i. Personal Trait Approach
 - ii. Contingency Approach
 - iii. Group Approach
 - iv. Path Goal Theory