



Daffodil International University
Faculty of Science & Information Technology
Department of Information Technology and Management
Final Examination, Fall 2024
Course Code: ITM- 102, Course Title: Principles of Management
Level: I Term: I Section: A

Instructor: NI

Marks: 40

Instructions: You may answer the question (1,2 or 3) randomly but the sections (a, b and c) should be answered sequentially.

Suppose you are appointed as a manager at your family business with your Grandfather at your family business. It was a small business but now it is growing. You need to train other managers about the things you learned. You made 4-day plan an each day you will cover one specific area of business.

Q1. Day 1 Scope: Basic Elements of Planning and Decision Making. [Marks -10]

- a) **Define** Contingency Planning and Crisis Management (2)
- b) **Explain** Types of Operational Plan (5)
- c) **list down** Barriers to Goal Setting and Planning (2) [CLO-3, L5]
- d) Is it possible to make an **Operational Plan** without **Strategic Plan**? (Yes / no) (1)
provide your Reason

Q2. Day 2 Scope: Good Decision-making process. [Marks 10]

- a) **List down** Strategies for Good decision-making (3)
- b) **Draw.** Eisenhower Matrix (2) [CLO-4, L4]
- c) **Draw** Evaluating Alternatives in the Decision-Making Process (2)
- d) **Explain** Decision-Making Conditions (3)

Q3. Day 3 Scope: Factor affecting decision making.

[Marks 10]

a) **Explain** Behavioral Aspects of Decision Making (Any 5)

(5)

Satisficing Coalition

Escalation of Commitment

Risk Propensity

Components of managerial ethics

Intuition

Bounded Rationality

[CLO 2,
L2]

b) **Explain** Decision-Making Biases/ Errors (Any 5)

(5)

Overconfidence Bias

Immediate Gratification Bias

Selective Perception Bias

Representation Bias

Hindsight Bias

Availability Bias

Q4. Day 4 Scope: Organize workforce and Human resources.

[Marks 10]

a) **List why** Selection interviews are significant.

(2)

b) **Identify** 3 importance of effective R & S (Recruitment and selection).

(3)

[CLO 1,
L3]

c) **Explain** any 5 concepts

(5)

Job Analysis

Human resource management

Transfers for recruitment

Campus Recruitment

Draw Recruitment process

Head hunters