

## PRINCIPLES OF MANAGEMENT-18UEC2A2

### K1 LEVEL QUESTIONS

#### UNIT -1

1. Who define "management is the art of getting things done through people?"  
(a) F.W.Taylor (b) Wilson (c) **Mary Parker Fillet** (d) None of the Above
2. Who define "to manage is to forecast and plan, to organise, to command, to co-ordinate and to control"?  
(a) **Henry Fayol** (b) Louis Allen (c) Mary Parker Fillet (d) None of the Above
3. Who defined "management is what a manager does"?  
(a) Koontz (b) **Louis Allen** (c) Taylor (d) None of the Above
4. Which is invisible?  
(a) standard ask (b) planning (c) **Management** (d) All the above
5. Management is the art of getting things done through and with an informally organized  
(a) **Harold Koontz** (b) Terry (c) Louis Allan (d) Henry Fayol.
6. Management is the art and science of decision making and leadership  
(a) Harold Koontz (b) **Donald J. Clough** (c) Louis Allan (d) Terry.
7. Luther Gullik classifies the function of management as  
(a) POSDCORB (b) POSTCARD (c) **POSDCORB** (d) POSDORBC
8. Father of Administrative management  
(a) Mary Parkett. (b) Lillian Gilberth (c) **Henry Fayol** (d) Elton Mayo
9. Pioneer of Human Relations is  
(a) Mary Parkett (b) Lillian Gilberth. (c) Henry Fayol. (d) **Elton Mayo**
10. Henry Fayol laid down

(a) 12 Principles (b) 13 Principles (c) **14 Principles** (d) 15 Principles

11. Espirit de corps means

(a) **Union is Strength** (b) Service Is Our Motto (c) Buyer Beware (d) product is our strength.

12. F.W. Taylor is associated with

(a) **Scientific Management** (b) Future management

(c) Modern management (d) Principles of management.

13. Management is

(a) An Art. (b) A Science (c) **An Art and A Science** (d) An Art Not Science.

14. Henry Fayol was a French

(a) **Industrialist** (b) Writer (c) Manager (d) Actor.

15. General and Industrial Management were written by

(a) Harold Koontz (b) Terry (c) Louis Allan (d) **Hendry Fayol**

16. Every subordinate should receive orders from and be accountable to only one superior is

(a) Unity of direction. (b) **Unity of command.** (c) Centralization. (d) Scalar chain

17. Control system of an organisation has no influence over the

(a) Internal Environment (b) **External Environment** (c) Customers (d) Government

18. The chain of command from the highest authority to the lowest level in the organization is

(a) Unity of Direction (b) Unity of Command (c) Centralization. (d) **Scalar chain.**

19. Allotment of work to each worker on the basis of the capacity of an average worker functioning in the normal working condition is

(a) Social Task Planning (b) **Scientific Task Planning**

(c) Not A Planning (d) Scientific Organizing.

20. The first and foremost function of management is

(a) **Planning.** (b) Organizing (c) Controlling (d) Coordination.

## UNIT-II

1. Planning lays down the overall objective, strategies and policies for the total enterprise is

(a) **Corporate Planning** (b) Divisions Planning (c) Unit Planning (d) Department Planning

2. Strategic planning is

(a) **Long Term Planning** (b) Medium Term Planning

(c) Short Term Planning (d) Annual Planning

3. The assumptions about future derived from forecasting and used in planning are known as

(a) **Planning Premises** (b) Freehold Premises

(c) Business Premises. (d) Corporate Premises.

4. A chronological sequence of steps to be undertaken to enforce a policy and to attain an objective is known as

(a) Objective (b) Strategies (c) **Procedures** (d) Rules

5. \_\_\_\_\_ is the harmonising or synchronising of individual efforts with the purpose of achieving group goals..

(a) **Coordination** (b) Control (c) Decision Making (d) Delegation

6. \_\_\_\_\_ is an obligation to perform certain functions and achieve certain results.

(a) **Responsibility** (b) Decentralisation (c) Centralisation (d) Delegation

7. Plan that establish a required method of handling future activities is called

(a) Rules (b) **Procedures** (c) Policy (d) Methods

8. An identified group of people contributing their efforts towards the attainment of goals is called an

(a) **Organization** (b) Business (c) Management (d) Department

9. A system of co-operative activities of two or more persons is called

- (a) Department (b) Co-Ordination (c) **organization** (d) control

10. Supply of human and material resources and helps to achieve the objective of business is

- (a) Planning (b) **Organisaiton** (c) Management (d) Control

11. Formal authority flows from upwards to downwards in

- (a) **Formal Organization** (b) Informal Organization

- (c) Business or Organisation (d) Strategic Organization

12. Informal authority flows upwards to downwards or horizontally in

- (a) Formal Organization (b) **Informal Organization**

- (c) Business or Organisation (d) Strategic Organization

13. Rules, duties and responsibilities of workers are given in writing in

- (a) **Formal Organization** (b) Informal Organization

- (c) Business or Organisation (d) Strategic Organization

14. Which arises from mans quest for social satisfaction?

- (a) Formal Organization (b) **Informal Organization**

- (c) Business or Organisation (d) Strategic Organization

15. Which type of organization gives importance to terms of authority and functions?

- (a) **Formal Organization** (b) Informal Organization

- (c) Business or Organisation (d) Strategic Organization

16. Which type of organization gives importance to people and their relationships?

- (a) Formal Organization (b) **Informal Organization**

- (c) Business or Organisation (d) Strategic Organization

17. Which type of organization has no place in the organization chart?

(a) Formal Organization                      (b) Informal Organization

**(c) Business or Organisation**              (d) Strategic Organization

18. Decision making is the selection based on some criteria from two or more possible alternatives is defined by

(a) Farland    (b) Mac Donald              **(c) Terry**    (d) M.C. Nites

19. The selection of best alternative from many alternatives is known as

(a) Selection    **(b) Decision-Making**    (c) Organizing    (d) Budgeting

20. Deal with routing and repetitive problems is a

**(a) Programmed Decision**    (b) Non-Programmed Decision    (c) Major Decision    (d) Minor Decision

### UNIT-III

1. The decision which does not incur any expenses is known as

(a) Economic Decision                      (b) Crisis Decision

**(c) Non-Economic Decision**              (d) Problem Decision.

2. The decision which is implemented within the concerned department is known as

(a) Economic Decision                      **(b) Departmental Decision**

(c) Non-Economic Decision              (d) Problem Decision.

3. Decision taken by committee formed by the top management for specific purpose is

**(a) Group Decision**                      (b) Organisational Decision

(c) Personal Decision                      (d) Operative Decision.

4. A decision taken to meet unexpected situations is known as

(a) Economic Decision                      **(b) Crisis Decision**

(c) Non-Economic Decision              (d) Problem Decision.

5. If the subordinates do not accept the command of their superior, then the superior cannot be said to have any authority over them is given in.

(a) **The acceptance of authority theory** (b) The formal authority theory

(c) The competence theory (d) The organisaiton theory

6. The process whereby a manger shares his work and authority with his subordinates is

(a) Decentralisaiton (b) Responsibility (C) **Delegation** (d) Decision Making

7. The subordinate is granted authority to perform all the functions in his department or division is

(a)**General delegation**(b) Formal delegation. (c) Specific delegation (d) Informal delegation.

8. The orders, instructions or direction are delegated to a particular person specifically is known as

(a)General Delegation (b)Formal Delegation (c) **Specific Delegation** (d) Informal Delegation

9. When authority is delegated as per the organisaiton structure it is called

(a)**FormalDelegation** (b) Informal Delegation (c)General Delegation(d) Specific Delegation.

10. Delegation made by written orders and instruction is known as

(a)Oral Delegation (b)**Written Delegation** (c)DownwardDelegation (d)Sideward Delegation

11. Departmentation on the basis of activities grouped according to the type of customer is

(a)Departmentation by Function (b) Departmentation by Products (c) Departmentation by Territory (d) **Departmentation by Customers**

12. The process of dividing the large monolithic functional organization into small and flexible administrative units is called

(a) Staffing (b) Delegation (c) **Departmentation** (d) Control

13. Departmentation is a part of the

(a) **Organisation Process** (b) Control Process (c) Planning Process D. Staffing process.

14. Banks, insurance companies and distribution agencies are examples of
- (a) Departmentation by Function (b) Departmentation by Product (c) Departmentation by Territory (d) Departmentation by Customers
15. Departmentation on the basis of production process is called
- (a) **Equipment Department** (b) Departmentation by Products (c) Departmentation By Territory (d) Departmentation By Customers
16. The term span of management is also known as
- (a) Span of Business (b) **Span of Control** (c) Span of Activity (d) Span of Planning.
17. The number of subordinates that report directly to a single supervisor is
- (a) **Span of Supervision** (b) Span of Activity (c) Span of Business (d) Span of Organizing.
18. Few subordinates report directly to a manager is
- (a) Wide Span of Management (b) Large Span of Management
- (c) Small Span of Management (d) **Narrow Span of Management**
19. Large number of subordinates report to a manager is
- (a) **Wide Span of Management** (b) Large Span of Management
- (c) Small Span of Management (d) Narrow Span of Management
20. \_\_\_\_\_ means that each section has its own workers to perform activities within the d)
- (a) Centralisation (b) Departmentation (c) **Decentralisation** (d) Delegation

#### UNIT-IV

1. According to Maslow, self-actualization needs is a
- (a) **High Level Needs** (b) Medium Level Needs (c) Lower Level Need (d) Psychological Need
2. Expectancy motivation theory is given by
- (a) **Vroom** (b) Maslow (c) Herzberg (d) Mc Gregor

3. Management by Objectives was introduced by
- (a) Taylor (b) Elton Mayo (c) **Peter Drucker** (d) Maslow
4. Leadership behaviour is influenced by certain qualities of a person is
- (a) Followers theory (b) **Trait theory** (c) Situational theory (d) Managerial grid
5. The leadership theory study leaders' behaviour is
- (a) Flowers theory (b) Trait theory (c) **Behavioural theory** (d) Managerial grid
6. All decision-making power is centralized in the leader is under
- (a) Autocratic Style (b) Liberal Leader (c) Democratic Leader (d) Institutional Leader
7. The leader makes decisions in consultation with his followers is
- (a) Autocratic Style (b) Liberal Leader (c) Democratic Leader (d) Institutional Leader.
8. Complete freedom for group or individual decision, with a minimum of leader participation is under
- (a) Autocratic Style (b) Democratic Style (c) **Free-Rein Style** (d) Creative Style
9. A leader exercises his power over his followers because of his position held in the Organizational hierarchy is
- (a) Autocratic Leader (b) Intellectual Leader (c) Liberal Leader (d) **Institutional Leader**
10. The leader who excels as a leader because of his superior knowledge is
- (a) Autocratic Leader (b) **Intellectual Leader** (c) Liberal Leader (d) Institutional Leader.
11. A leader who serves as the head of the family and treats his followers like his family members is
- (a) **Paternalistic Leader** (b) Intellectual Leader (c) Liberal leader (d) Institutional Leader.
12. A leader motivates his followers to work hard by offering them rewards is
- (a) Positive Style (b) Negative Style (c) **Autocratic Style** (d) Democratic Style
13. A leader forces his followers to work hard and penalizes them is

(a) Positive Style (b) Negative Style (c) Autocratic Style (d) Democratic Style

14. Leader acts more as bosses then leadership style is

(a) Positive Style (b) **Negative Style** (c) Autocratic Style (d) Democratic Style

15. The leader acts as a liaison officer between the employees and the outside world is

(a) Positive Style (b) **Free-Rein Style** (c) Autocratic Style (d) Democratic style.

16. The last function of management is

(a) Planning. (b) Organizing. (c) **Controlling** (d) Staffing

17. Fixation of standards, measurement of performance, comparison, and correction of deviation are the steps in

(a) Planning (b) Organizing (c) Staffing (d) Control Process

18. Planning is looking ahead and control is

(a) **Looking Back** (b) Looking Front (c) Looking Sideward (d) Looking down

19. Control exercised while the activity is in progress is

(a) **Concurrent Control** (b) Feed Forward Control (c) Feedback Control (d) Preserving Control

20. Exchange of ideas, opinions, information etc. between two or more persons is

(a) Planning (b) organizing (c) Communication (d) Staffing

## UNIT-V

1. Communication is a

(a) One-Way Process (b) **Two-Way Process** (c) Three-Way Process (d) Four-Way Process

2. The person who sends a message is known as

(a) **Sender** (b) Receiver (c) Messenger (d) Communicator

3. The act of making ones ideas and opinions known to others is said by

(a) **Meyer** (b) Brown (c) Newman (d) Keith Davis

4. The act of translating the message into words, pictures, symbols, signs or some other form is known as

(a) Sender (b) Receiver (c) **Encoding** (d) Decoding

5. The person who receives the message is called

(a) Sender (b) **Receiver** (c) Encoding (d) Decoding

6. Converting symbols, signs or pictures into meaning is known as

(a) Sender (b) Receiver (c) Encoding (d) **decoding**

7. Communication that flow from superior to subordinates is

(a) **Downward Communication** (b) Upward Communication (c) Horizontal Communication  
(d) Informal Communication

8. Informal communication is commonly known as

(a) Downward Communication (b) Upward Communication (c) Horizontal Communication  
(d) **Grapevine**

9. Communication of policies, procedures and programmes is example of

(a) **Downward Communication** (b) Upward Communication (c) Horizontal Communication  
(d) Informal Communication

10. Reports, suggestions, appeals, grievances, etc is example of

(a) Downward Communication (b) **Upward Communication** (c) Horizontal Communication  
(d) Informal Communication

11. Inter-departmental committee meeting is an example of

(a) Downward Communication (b) Upward Communication (c) **Horizontal Communication.**  
(d) Informal Communication.

12. Rumours and gossips are

(a) Downward Communication (b) Upward Communication (c) Horizontal Communication.

**D. Informal Communication**

13. Exchange of messages through spoken words is

(a) **Oral Communication** (b) Written Communication (c) Gestural Communication (d) Sideward Communication

14. Lectures, group discussions, interviews, social gathering are example of

(a) **Oral Communication** (b) Written Communication (c) Gestural Communication (d) Sideward Communication

15. Letters, circulars, memos, bulletin, manuals, reports are example of

(a) Oral Communication (b) **Written Communication** (c) Gestural Communication. (d) Sideward Communication

16. The problems in communication channels is known as

(a) Organizational Barriers (b) **Mechanical Barriers** (c) Personal Barriers (d) semantic barriers

17. Co-ordination between the activities of various departments and individuals working within the organization is known as

(a) Vertical Co-ordination (b) External Co-Ordination (c) **Internal Co-Ordination**

(d) Horizontal Co-Ordination

18. The organization which was devised by FW Taylor was

(a) **Functional Organization** (b) Matrix Organisation (c) Committee Organization (d) Line and Staff Organization

19. X and Y theory was introduced by.

(a) **Mc Gregor** (b) Peter Drucke (c) Henry fayol (d) FW Taylor

20. Selecting a best course of action among the alternatives is called as

(a) **Decision Making** (b) Planning (c) Organizing (d) Controlling

## PRINCIPLES OF MANAGEMENT-18UEC2A2

### K2 LEVEL QUESTIONS

#### UNIT - I

1) What is Management?

**Management is the process of giving direction and controlling the various activities of the people to achieve the objectives of an organization.**

2) Define: Management.

**According to Knootz and Wehrich “Management is the process of designing and maintaining of an environment in which individuals working together in groups efficiently accomplish selected aims”.**

3) Write some characteristics of Management?

**Management is a continuous process. Manager use the resources of organization both physical as well as human achieve the goal. Management aims at achieving the organization goals by ensuring effective use of resources.**

4) What is time study?

**The movement which takes minimum time is the best one.**

5) What is motion study?

**Taylor suggested the eliminating wasteful movements and performing only necessary movement.**

6) What is authority?

**It is the power given to a person to get work from his subordinates.**

7) What is responsibility?

**It is the amount of work from a man by his superior.**

8) Comment: Management is both –A science and an art

**Management is a science because it contains general principles. It is also an art because it requires certain personal skills achieve desired result**

9) What is MBO?

**MBO is a process whereby the superior and the superior and the subordinate manager of an enterprise jointly identify its common goals, define each individuals major areas of responsibility in terms of result expected of him, and use these measures as guides for operating the unit and the contribution of each of its members is assessed.**

10) Write some important functions of top level management?

**1) Top level management. 2) Middle level management. 3) Lower level management.**

## **UNIT-II**

1. Define planning.

**Planning is the process of selecting the objectives and determining the course of action required to achieve these objectives.**

2) What is the main objective of planning?

**Planning is a primary function of organization It helps in achieving objectives It done to cope with uncertainty and changeIt helps in facilitating control It helps in coordination Planning increases organization effectiveness. Planning guides in decision making.**

3) Defining planning premises?

**Planning premises are defined as the anticipated environment in which plans are expected to operate. They include assumptions or forecasts of the future & known conditions that will effects the operation of plans.**

4) Define strategy?

**A strategy may be defined as special type of plan prepared for meeting the challenges posted by the activities of competitors and other environment forces.**

5) Steps involved in strategic planning:

**1. Mission and objectives. 2. Environmental analysis 3. Corporate analysis 4. Identification of alternatives. 5. Strategic decision making 6. Implementations review & control.**

6) Name the classification of planning premises?

**1. Internal and external 2. Tangible and intangible premises. 3. Controllable and uncontrollable premises.**

7) List the classification of plan according to time.

**1. Long –Term Plan 2. Medium –Term Plan 3. Short –Term Plan.**

8. What are the two main categories of methods of planning?

**1. Repeated Use Plan 2. Single Use Plan**

9) What is the purpose of planning?

**a. To determine the direction of an organization b. To provide a basis for team work c. To minimize wastages in the future d. To facilitate decision making e. To improve morale of the employees**

10) What do you mean by planning?

**The first and the foremost function of management is planning. Simply stated planning is deciding in advance whwt should be done in future.**

### **UNIT -III**

1) Define Organization.

**An identified group of people contributing their efforts towards the attainment of goals is called an organization. Organization is the process of establishing relationships among the members of the enterprise.**

2) What is the purpose of Organization?

**• Facilitates Administration • Increases the efficiency management • Stimulates creativity and innovation • Facilitates growth and diversification and • Facilitates co-ordination and communication.**

3. What is organizing?

**Organizing refers to the formal grouping of people and activities facilitate achievement of the firm's objectives. Organizing may be defined as the process of i) Identifying and classifying the required activities i.e. Job Design ii) Grouping the work to be performed i.e., Departmentation iii) Defining and delegating responsibility and authority i.e. Delegation of authority iv) Span of Control**

4) What is Organization Structure?

**In organization structure simply by means the systematic arrangement of people working for the organization. The organization is concerned with establishment of positions and relationship between positions. The organization structure has two dimensions. 1. Horizontal 2. Vertical**

5) What is an Organizational chart?

**According to George Terry, "Organizational chart is a diagrammatical form, which shows the important aspects of an organization including the major functions and their respective relationships, the channels of supervision, and the relative authority of each employee who is in charge of each respective function". It is a representation of the framework or structure of an organization. It may be a vertical or top-down chart, horizontal or left to right chart and circle or concentric chart.**

6) Uses of Organization Chart

**1. The organization chart pinpoints the weakness of an organization. This will helps to overcome the short coming of organization. 2. It tells quickly who is responsible for particular function. 3. It is useful in showing nature of an organization and changes if any in the existing staff and new comers.**

7) Formal Organization

**The structure of jobs and positions with clearly defined functions and relationship as prescribed by the top management and bound by rules, systems and procedures.**

8) Informal Organization

**A network of interpersonal relationships that arise when people associate with each other.**

9) Departmentation

**The organizational process of determining how activities are to be grouped is called departmentation.**

10) Decentralization

**The tendency to disperse decision making authority in an organized structure.**

#### **UNIT-IV**

1) Define staffing.

**Staffing is the part of the management process which is concerned with the procurement utilization, maintenance and development of large satisfied work force on the organization.**

2) Define: Recruitment

**B. Flippo defines recruitment as “The process of searching for prospective employees and stimulating to apply for jobs in the organization”.**

3) What is selection?

**Selection is the process of finding out the most suitable candidate to the job out of the candidates attracted**

4) Define: Training

**According to B.Flippo “Training is the act of increasing the knowledge and skill of an employee for doing a particular job”.**

5) Define motivation

**According to koonts and O’Donnell, “Motivation is a general terms applying to the entire class of drives, desires, needs wishes and similar forces that induce an individual or a group of people to work”**

6) Names the steps involved in motivation process.

**Analysis of situation. Preparing, selecting and applying a set of appropriate motivating tools. Follow up.**

7) What are the types of motivation?

**1. Positive motivation 2. Negative motivation 3. Extrinsic motivation 4. Intrinsic motivation.**

8) Define Control.

**Management control is the process by which managers assures that resources are obtained and used effectively in accomplishment of the organisation's objective.**

9) Define Communication.

**Communication is the process of passing information and understanding from one person to another.**

10) What are barriers of communication?

**i) Personal ii) Technical iii) Organisational**

## **UNIT-V**

1. Define Leadership

**Leadership is the process of influencing the behavior of others towards the accomplishment of goals in a given situation. Leadership.**

2. What is Leadership?

**Leadership is a force that binds a group together and motivates it towards the desired goal.**

3. Who is an Autocratic leader?

**An Autocratic leader wants his subordinates to work in the manner he wants.**

4. Write the Decision Making.

**Decision Making is the process of selecting one alternative from among the number of alternatives available.**

5. Define Decision Making.

**Decision making as the work a manager performs to arrive at conclusions and judgement.**

6. What is Democratic leadership?

**Also known as participative leadership, this style – as the name suggests – means leaders often ask for input from team members before making a final decision.**

7. Who is The Laissez-faire or Free-rein leader.

**Free-rein leaders avoid power and responsibility. The laissez-faire or non-interfering type of leader passes on the responsibility for decision-making to his subordinates and takes a minimum of initiative in administration. He gives no direction and allows the group to establish its own goals and work out its own problems.**

8. List out any two qualities of a good leader.

**Ability to analyse, Emotional stability, Self confidence, Sense of judgement.**

9. List the methods of decision making.

Break-Even Analysis, Cost-Benefit Analysis, Past Experience, Trial and Error approach, Sampling Method, Decision Tree.

10. Expand PERT.

**Programme Evaluation and Review Technique.**



## **PRINCIPLES OF MANAGEMENT-18UEC2A2**

### **K3 LEVEL QUESTIONS**

#### **UNIT – I**

1. Explain the nature of management.
2. Enumerate Levels of management.
3. List out the stages involved in MBO.
4. List out advantages and disadvantages of MBE.
5. Discuss the management as an Art, Science and Profession.

#### **UNIT-II**

1. List out the Nature of Planning.
2. Discuss the importance of Planning.
3. What are steps to make planning effective?
4. What are drawbacks of Planning?
5. Why planning is the primary function of management? Discuss.

#### **UNIT-III**

1. Distinguish between Delegation and Decentralisation.
2. Discuss the types of Organisation.
3. List out the Basis of Departmentation.
4. Explain the types of Delegation.
5. What are factors determining the degree of Decentralisation.

#### **UNIT-IV**

1. What are characteristics of good control system?
2. List out the various stages of Control.
3. Write the nature of Communication.
4. Mention the importance of communication.
5. What are the Barriers of Communication?

#### **UNIT-V**

1. List out the Characteristics of Leadership.
2. Mention the functions of Leader.
3. Explain about MCGREGOR's participation theory.

4. What is the importance of Leadership?
5. Explain the Characteristics of Decision Making.

## **PRINCIPLES OF MANAGEMENT-18UEC2A2**

### **K4 LEVEL QUESTIONS**

#### **UNIT- I**

1. Explain the Functions of Management.
2. Describe the importance of Management.
3. Explain the various aspects of F.W.Taylor's Scientific Management.
4. Discuss the Fourteen General Principles of Management given by Henri Fayol.
5. Explain advantages and disadvantages of MBE.

#### **UNIT-II**

1. Explain the Process of Planning.
2. Discuss the types of Planning.
3. Explain the Advantages and Disadvantages of Planning.
4. Discuss the Methods of Planning.
5. Discuss the importance of Planning.

#### **UNIT-III**

1. Distinguish between Formal and Informal Organisation
2. Explain the Principles of Sound Organisation.
3. Explain the Process of Organisation.
4. Explain the Importance of Organisation.
5. Explain the types of Delegation

#### **UNIT-IV**

1. Discuss the various source of recruitment.
2. Explain Maslow's need hierarchy theory of Motivation.
3. Explain the Important Control Technique.
4. Discuss the types of Communication.
- 5 Explain the Barriers of Communication

#### **UNIT-V**

1. Explain about the qualities of Good Leader.
2. Discuss the different kinds of Leadership styles.
3. Explain the steps involved in decision making.
4. Discuss the Traditional and Modern Techniques of Decision Making.
- 5.Explain the importance of Leadership

