

# END TERM EXAMINATION

FIRST SEMESTER [MCA] DECEMBER 2016

Paper Code: MCA-109

Subject: Principles and Practices of Management

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q no. 1 which is compulsory. Select one question from each unit.

- Q1 Write short answer for any ten of the following (answer briefly):  
(2.5x10=25)
- (a) "Management process is considered to consist of certain functions." Elaborate and list these functions in a logical order.
  - (b) Discuss the need for training in an industrial enterprise? Distinguish between On-the-Job training and Off-the-job training.
  - (c) "Forecasts are only estimates of future conditions and not indicators of actual positions." Discuss this statement and bring out the limitations of forecasting.
  - (d) Are management and administration different? Resolve their terminological conflict through American viewpoint, Brech and modern approach.
  - (e) What do you mean by span of control? As a manager, do you prefer wide or narrow span?
  - (f) Distinguish between formal and informal communication.
  - (g) Management is both a science and art. Explain this statement.
  - (h) Distinguish Recruitment and Selection of employees. Discuss critically various sources of recruitment of managerial personnel in India?
  - (i) "Whatever a manager does, he does through decision making". Comment.
  - (j) Do you agree with the statement that, "If a right person at right job with right privileges, with right methods can be more productive for the organization." If yes, justify your answer with suitable examples.
  - (k) Write short note on Total Quality Management (TQM) and its importance.

## UNIT-1

- Q2
- (a) "Management is the process by which managers create, maintain, and operate purposive organization through coordinated, cooperative human efforts," In the light of this statement explain the concept of management and bring out its importance in present – day context. (6)
  - (b) Bring out the significance of the statement, "effective management is always contingency or situational management." How does systems approach of management differ from contingency approach? (6.5)
- Q3
- (a) Explain the Concept of Business Ethics and Social Responsibility. "Indian Indian organization, the social responsibilities are more in theory than in practice." Do you agree with this statement? Explain (6)
  - (b) In what respect have Fayol's (principles of management resulted in contributions to management methods that are different from the techniques of Taylor's scientific management? (6.5)

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## UNIT-II

- Q4 (a) "Decision making is the primary task of the management." Discuss this statement and explain the various types of business decisions. (6)
- (b) Do you agree with the view that there is no single one best way of departmentation applicable to all organizations or situations? Give reasons in support of your answer and describe various bases of departmentation. (6.5)
- Q5 (a) "Planning is an intellectual process, pervasive, the conscious determination of courses of action, the basis of decisions on purposes, facts, and estimates." Discuss this statement and identify the steps involved in planning process. (6)
- (b) How do you distinguish between line and staff functions? Compare line and line-staff organizations. Discuss the situations in which line and staff organization can be used fruitfully. Which of these will be appropriate for a large organization? (6.5)

## UNIT-III

- Q6 (a) "Theory X and Theory Y are concerned with the nature of people." How do McGregor's theory X and theory Y of human behavior help the motivation of employees? How does the job situation affect the application of this theory? Do you think an integrated approach and mixture of these theories may be more effective in our country? (6)
- (b) What is systems approach to staffing? How is it important to an organization? Discuss how every manager is responsible for staffing. (6.5)

- Q7 (a) "Performance appraisal is the systematic evaluation of the individual with respect to his performance on the job and his potential for development." Discuss this statement and explain the significance of performance appraisal. What are the different methods of performance appraisal? (6)
- (b) Critically examine Frederick Herzberg's two factor theory. Make a comparison between theories of Herzberg and Abraham Maslow's motivation theory based on hierarchy of needs. Which of the theory do you prefer in Indian context and why? (6.5)

## UNIT-IV

- Q8 (a) What are External and Internal forces for organizational changes? Why do people resist change? What can management do to overcome it? (6)
- (b) "Leader decides the future of organization, Different leadership styles exist among leaders in different times and in different situations". Discuss and give the important leadership styles. (6.5)
- Q9 (a) "Control is a fundamental function that ensures work accomplishment according to plans." Analyse this statement and outline the various steps involved in control process. (6)
- (b) What are the barriers to communication? How can they be overcome? Explain with the help of suitable examples. (6.5)

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