

(Please write your Exam Roll No.)

Exam Roll No. 0163320

END TERM EXAMINATION

FIRST SEMESTER [MCA] NOVEMBER - DECEMBER 2017

Paper Code: MCA-109 Subject: Principles and Practices of Management

Time: 3 Hours

Maximum Marks: 75

Note: Attempt all questions from Part A & Part B as directed. Internal choice is indicated.

PART-A

- Q1 Write short notes on the following. (10x2.5=25)
- (a) Fayol's management principles
 - (b) Business ethics
 - (c) Decision making
 - (d) Authority and Responsibility
 - (e) Staffing
 - (f) Learning Organizations
 - (g) Types of control
 - (h) TQM
 - (i) Positive and negative motivation
 - (j) Morale Building

PART-B

- Q2 Differentiate clearly between management and administration? Discuss the various levels of management. (12.5)
- OR
- Explain the basic philosophy of the human relation movement. Discuss the major findings of the Hawthorne experiment. (12.5)
- Q3 Describe the various steps necessary in planning process. Differentiate between the various types of plan. (12.5)
- OR
- What is meant by delegation of authority? What are the principles of delegation? (12.5)
- Q4 What is Performance Appraisal? Why Performance Appraisal is necessary in modern Organization? Discuss. (12.5)
- OR
- Motivation of personnel has become very complicated task in the present business situation. Why? Show your acquaintance with the different theories of motivation known to you and explain any one of them in brief. (12.5)
- Q5 Briefly discuss the various elements of the communication process. Why is effective communication important for managers? (12.5)
- OR
- What are the strategies employed in managing change in an organization? Explain. (12.5)
