

# END TERM EXAMINATION

FIRST SEMESTER [MCA] NOVEMBER-DECEMBER 2018

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

Time: 3 Hours

Maximum Marks: 75

Note: Attempt all questions as directed. Internal choice is indicated.

Q1. Write short notes on **any five** of the following: - (5x5=25)

- (a) Scientific Management
- (b) Business ethics
- (c) Quality of work life
- (d) Types of control
- (e) Barriers to communication
- (f) TQM
- (g) Social System approach

Q2. Define the concept of Management. Discuss all the steps involved in management. (12.5)

OR

Explain the basic philosophy of the human relation movement. Discuss the major findings of the Hawthorne experiment.

Q3. Managers play multiples roles in the Organization. Describe the roles of a manager. What are the skills that a manager must have? (12.5)

OR

Define decision making and what are the processes of decision making? What are the advantages and the disadvantages of a group decision making?

Q4. What is Performance Appraisal? Why Performance Appraisal is necessary for modern Organization? Discuss. (12.5)

OR

Explain, why training is important in the modern industrial set-up? What are the merits and demerits of on-the-job training to the operative employees?

Q5. Why are organizational changes often resisted by individuals and groups within the organization? How can such resistance be prevented or overcome? (12.5)

OR

"Leader effectiveness is contingent upon whether the style used is appropriate to the demands of the situation." Critically examine the leadership theory that advocates this view.

\*\*\*\*\*