

Bharati Vidyapeeth's
Institute of Computer Applications and Management
A-4, Paschim Vihar, New Delhi-63

MCA-FIRST Semester, Model Question Paper III

Paper Code: MCA -109	Subject: Principles and Practices of Management
Time: 3 Hours	Maximum Marks: 75
Note: Attempt FIVE questions in all. Question No. 1 is compulsory and attempt one question from each unit.	

1.	Answer all the following questions briefly:-	2.5 x 10 = 25
	(a) Do you agree with the statement that, "If a right person at right job with right privileges, pertaining job with right methods can be more productive for the organization." If yes, justify your answer with suitable examples.	
	(b) Clearly explain the concept and significance of management. Distinguish between management and administration.	
	(c) What do you mean by span of control? As a manager, do you prefer wide or narrow span?	
	(d) On-the-Job training and Off-the-job training.	
	(e) Explain David McClelland's Three-Need Theory.	
	(f) "Communication is the sum of all the things one person does when he wants to create understanding in the mind of another. It is a bridge of meaning it involves a systematic and continuous process of telling, listening and understanding." Comment.	
	(g) You are a bright, hard-working entry-level manager who fully intends to rise up through the rank. Your performance evaluation gives you high marks for your technical skills but low marks when it comes to people skills. Do you think people skills can be learned, or do you need to rethink your career path? If people skills can be learned, how would you go about it?	
	(h) "Management is considered as Multi-disciplinary subject". Comment.	
	(i) "A good leader is one who understands his subordinates, their needs and their sources of satisfaction". Comment.	
	(j) "Elton Mayo is known as the father of human relations school." comment.	
UNIT - I		
2.	(a) Distinguish systems approach and contingency approach to management?	6
	(b) Explain the Concept of Business Ethics and Social Responsibility. "In Indian organization, the social responsibilities are more in theory than in practice." Do you agree with this statement? Explain.	6.5
3.	(a) "Fayol was of the opinion that his principles are not only applicable to business organisations, but could be applied to social, political, religious and other organisations also with the same degree of clarity and success." Discuss and give arguments for and against universality concept.	6
	(b) "Management is regarded as an art by some, science by others and in exact science by many more. The truth seems to be somewhere in between." In the light of this statement explain the nature of management.	6.5

UNIT - II			
4.	(a)	Define organizing. Explain different bases of Departmentation.	6
	(b)	Explain the significance of Management by Objectives (MBO)? What steps are necessary for the effective implementation of an MBO programme in an organization?	6.5
5.	(a)	Explain line and Line & staff organisation structure. Which one would you adopt for a large industrial concern and why?	6
	(b)	"Planning is the process of deciding in advance what is to be done, who is to do it, how it is to done and when it is to be done". Comment.	6.5
UNIT - III			
6.	(a)	What is systems approach to staffing? How is it important to an organization? Discuss how every manager is responsible for staffing.	6
	(b)	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
7.	(a)	Explain the significance of performance appraisal? What are the different methods of performance appraisal?	6
	(b)	"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 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?	6.5
UNIT - IV			
8.	(a)	"Control is the process of checking actual performance against the agreed standards of plans with a view to ensuring progress and satisfactory performance." Comment.	6
	(b)	"Leadership is the inter-personal influence exercised in a situation and directed through communication process towards the attainment of specified goals." Comment.	6.5
9.	(a)	Explain the concept of total quality management. Describe its elements and importance.	6
	(b)	Why are organizational changes often resisted by individuals and groups within the organization? How can such resistance be prevented or overcome?	6.5