

END TERM EXAMINATION

FIRST SEMESTER [MCA] DECEMBER 2015-JANUARY 2016

Paper Code: MCA-109 Subject: Principles & Practices of Management
(Batch 2015)

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 Answer briefly: (2.5x10=25)

- (a) Clearly explain the significance of management. Distinguish between management and administration.
- (b) "Job enlargement and job enrichment are important means of motivating job-holders to achieve higher productivity and derive job satisfaction." Comment.
- (c) Distinguish between formal and informal communication.
- (d) "Management is getting things done through other people." Is this definition adequate for the present day concept of management?
- (e) Explain the Concept of Corporate social responsibility and Role of Ethics in Business.
- (f) Explain the external and internal forces for organizational changes.
- (g) What is meant by training? How is it different from development?
- (h) What do you understand by matrix organization.
- (i) Explain David McClelland's Three-Need Theory.
- (j) Delegation of Authority and Responsibility.

Unit-I

- Q2 (a) Explain the skills required by a manager for getting things done from others. (6.5)
- (b) What are the features of contingency approach and systems approach to management? (6)

- Q3 (a) "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. (4)
- (b) "Fayol was of the opinion that his principles are not only applicable to business organizations, but could be applied to social, political, religious and other organizations also with the same degree of clarity and success." Discuss and give arguments for and against universality concept. (4)
- (c) Why can an event such as the Hawthorne Studies be a major turning point in the history of management even if the idea is later shown to be in error? Discuss. (4.5)

Unit-II

- Q4 (a) Compare Line, functional and line and staff organizations. Which of these will be appropriate for a large manufacturing enterprise? (6.5)
- (b) What do you mean by decision-making? Briefly describe the steps involved in the process of decision-making. (6)

- Q5 (a) Difference between the nature of short-term planning and long-term planning. Explain five barriers to effective planning. (6.5)
(b) "Programmed and non-programmed decisions. (3)
(c) Write a short note on span of control. (3)

Unit-III

- Q6 (a) How do McGregor's theory X and theory Y of human behaviour help motivation of employees? Which one is applicable in India? Do you think an integrated approach and mixture of these theories may be more effective in our country? (6.5)
(b) Distinguish between recruitment and selection of employees. Explain in brief the selection procedure followed by an industrial organization with which you are familiar. (6)
- Q7 (a) Explain Abraham Maslow's motivation theory based on hierarchy of needs and Frederick Herzberg's two factor theory. Which of the theory do you prefer in Indian context and why? (6.5)
(b) Explain the significance of performance appraisal? What are the different methods of performance appraisal? (6)

Unit-IV

- Q8 (a) "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)
(b) Explain the importance of control in a business enterprise. Discuss the process of control. What are the requirements of an effective control system? (6)
- Q9 (a) Explain the concept of total quality management. Describe its elements and importance. (6.5)
(b) Why are organizational changes often resisted by individuals and group within the organization? How can such resistance be prevented or overcome? (6)
