

(Following Paper ID and Roll No. to be filled in your Answer Book)

**PAPER ID : 7109**

Roll No.

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**M.C.A.**

(SEM II) EVEN SEMESTER THEORY EXAMINATION, 2009-2010

**PRINCIPLES OF MANAGEMENT**

Time : 3 Hours

Total Marks : 100

**Note :** Attempt all questions.**SECTION-A**

1. Attempt all parts of this section. All parts of the sections carry equal marks. This section contains 20 objective type questions. Choose the correct answer. **(20x1=20)**

(a) Which one of the following is not the form of autocratic leader ?

- |                   |                 |
|-------------------|-----------------|
| (i) Strict        | (ii) Benevolent |
| (iii) Incompetent | (iv) Free rein  |

(b) For scientific analysis of work, FW Taylor propounded the principle of work study which included :

- |                    |                       |
|--------------------|-----------------------|
| (i) Time study     | (ii) Fatigue study    |
| (iii) Motion study | (iv) All of the above |

(c) Who is not included in the Top Management ?

- |                          |                            |
|--------------------------|----------------------------|
| (i) Board of directors   | (ii) Departmental managers |
| (iii) Departmental heads | (iv) Chief executives      |

(d) Functional organization is based on principles of :

- |                      |                         |
|----------------------|-------------------------|
| (i) Unity of Command | (ii) Unity of Direction |
| (iii) Specialization | (iv) Order              |

(e) From which combination is matrix structure created ?

- |                               |                             |
|-------------------------------|-----------------------------|
| (i) Functional and divisional | (ii) Functional and project |
| (iii) Functional and line     | (iv) Divisional and line    |

(f) Which of the following type of training is not a simulation training ?

- |                  |                       |
|------------------|-----------------------|
| (i) Sensitivity  | (ii) Management games |
| (iii) Role games | (iv) Case study       |

- (g) Long range plan covers a period of :
- (i) One year
  - (ii) Two years
  - (iii) Five years
  - (iv) Five years and above
- (h) Classical theory of organizational was propounded by :
- (i) A. Simon
  - (ii) Max Webber
  - (iii) Koontz and O'Donnell
  - (iv) PR Lawrence
- (i) Responsibility means :
- (i) An obligation
  - (ii) A liability
  - (iii) An accountability
  - (iv) All the above
- (j) Change in structure includes all, EXCEPT :
- (i) Organizational redesign
  - (ii) Decentralization
  - (iii) Modification of work flow
  - (iv) Advertising
- (k) Which one of the following skill combination is required for Top management in descending order ?
- (i) Technical, Human, Conceptual
  - (ii) Technical, Conceptual, Human
  - (iii) Conceptual, Human, Technical
  - (iv) Human, Conceptual, Technical
- (l) Organizational process does not involve one of the following elements :
- (i) Departmentation
  - (ii) Delegation of Authority
  - (iii) Fixing responsibility
  - (iv) Appraisal of a subordinate
- (m) Manpower planning is also known as :
- (i) Organizational planning
  - (ii) Human resource planning
  - (iii) Job planning
  - (iv) Man power inventory planning
- (n) Democratic leadership is known as :
- (i) Participative
  - (ii) Autocratic
  - (iii) Authoritative
  - (iv) None of the above
- (o) Which of the following is not a forecasting technique ?
- (i) Opinion poll
  - (ii) Ecometrics
  - (iii) Regression
  - (iv) Hunches
- (p) Which one of the following sources is most relevant for recruiting managerial personnel ?
- (i) Employment exchange
  - (ii) Advertisement
  - (iii) Gate hiring
  - (iv) Trade union

- (q) Organisational charts are not presented in one of the following forms <http://www.ck12.org>
- (i) Diagonal
  - (ii) Top-Down
  - (iii) Left to right
  - (iv) Circular
- (r) Delphi technique is associated with :
- (i) Decision making
  - (ii) Planning
  - (iii) Coordination
  - (iv) Leadership
- (s) Which among these is not a feature of decision making process ?
- (i) Persuasiveness
  - (ii) Intellectual
  - (iii) Line function
  - (iv) None of the above
- (t) Controlling directly or indirectly provides feedback on the process of :
- (i) Staffing
  - (ii) Planning
  - (iii) Job specification
  - (iv) Organizational charts

### SECTION-B

*Note :* Attempt any three parts of the following :

(3x10=30)

2. (a) Administration essentially is a decision making process. Elucidate the statement and explain the various types of decision which are generally taken by business executive.
- (b) "The work of Taylor and Fayol was off course essentially complementary". Do you agree ? Describe both approaches in favour of your answer.
- (c) "Planning is a mental exercise that requires imagination, foresight and sound Judgement". Justify your statement.
- (d) "Motivation of employees is important for an organization". Elucidate the statement.
- (e) What is meant by Training ? What are its objectives and types ? How is it different from development ?

### SECTION-C

*Note :* (i) Attempt all the questions.

(ii) All questions carry equal marks.

3. Attempt any two parts of the following :

(2x5=10)

- (a) Is decision making a rational process ? Explain the statement with its various phases.
- (b) "Control is considered as backward looking". Explain the statement with the help of an example.
- (c) Explain the meaning of social responsibility ? Should business assume social responsibility ? Discuss.

4. Attempt **any one** part of the following : **(1x10=10)**
- (a) If you were the president of the company that was organized along the functional lines and a consultant suggested that you to organize along the territorial or product line, what might concern you in the following recommendation ? Define the structure of territory, product, functional and customer's departmentation.
  - (b) Staffing starts with systematic human resource planning and leads to job analysis, recruitment, selection, training and development, direction and supervision. Describe each and every process in brief.
5. Attempt **any one** part of the following : **(1x10=10)**
- (a) "A successful leader accurately understand himself, the organization and the individual and the group he is dealing with and the broader social environment in which he operates". Discuss with different style of leadership.
  - (b) "Every business needs a strategy to take care of change both expected and unexpected". Explain with context of planned change and resistant to change.
6. Attempt **any two** of the following : **(2x5=10)**
- (a) "Job description and Job specification are two by-products of Job analysis". Discuss.
  - (b) Discuss the relation between planning and control and also explain the meaning of Total Quality Control.
  - (c) "Communication is essential as anything because nothing can be achieved without it". Elucidate the statement underlying the importance and process of communication within the organization.
7. Write short notes on **any two** of the following : **(2x5=10)**
- (a) Tools for building high moral
  - (b) Performance Appraisal
  - (c) Manpower Inventory