

### Code : 303104

B.C.A. 1st Semester Examination, 2016

Principle of Management & organization

Time : 3 hours

Full Marks : 60

#### Instructions :

(i) There are 7 questions in this paper. All questions carry equal marks.

(ii) Attempt 5 questions in all.

(iii) Question nos. 1 and 2 are compulsory.

1. (i) Fayol recognized that there was no limit to the principles of management, but he advocated 14. They included

A. Discipline, Order, Authority And Responsibility

B. Division of Work, Remuneration of Personnel And Centralization

C. Unity of Command, Unity of Direction And equity

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D. All of the above

(ii) Organization structure primarily refers to

A. how activities are coordinated and controlled

B. how resources are allocated

C. the location of departments and office space

D. the policy statements developed by the firm

(iii) Which of the following might a manager be responsible for?

A. Formulating policies for the organisation as a whole

B. Determining organisational objectives.

C. Implementing policy decisions

D. All of the above

(iv) One of the most popular ways of defining management is that it involves getting work done

A. with as little effort as possible

B. through the efforts of other managers.

C. through the efforts of other people

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D. as quickly as possible

(v) Managers require a combination of technical competence, social and human skills and conceptual ability. Conceptual ability may be defined as

A. the ability to secure the effective use of human resources of the organisation

B. the ability to view complexities of the operations of the organisation as a whole, including environmental influences.

C. the ability to apply specific knowledge, methods and skills to discrete tasks.

D. all of the above

(vi) In a detailed study of American general managers Kotter found that:

A. they rarely spoke to those they did not manage and often gave orders.

B. they were all constantly setting agendas and establishing a network of co-operative relations.

C. they constantly set agendas but had little contact with others.

D. they had no significant activities in common.

(vii) Theory X and theory Y represent two suppositions about human nature and behaviour at work from which styles of management are adopted. Theories were put forward by:

A. Maslow

B. Ouchi

C. McGregor

D. Mayo

(viii) Which of the following statements is **not** an assumption of a manager who might adopt a Theory X style of management?

A. The average person is lazy and has an inherent dislike of work. <http://www.ppuonline.com>

B. People must be threatened with punishment if the organisation is to meet its objectives.

C. The average person avoids responsibility.

D. The intellectual potential of the average person is only partially utilised.

(ix) A Theory Y approach is more suitable where a job offers:

- A. the ability to exercise initiative
- B. a high degree of intrinsic satisfaction
- C. an element of problem solving
- D. all of the above

(x) Which of the following statements about MBO is/are true?

- A. Subordinates are given freedom of action to decide how best to achieve objectives and targets of the organization.
- B. The central feature of MBO is that objectives and targets are not imposed but established and agreed through participation of subordinates with superiors.
- C. Measurement of performance is in terms of the subordinates' degree of accomplishment rather than the ability to follow detailed instruction on how to perform.
- D. All of the above.

- 2. A. Discuss briefly nature and scope of Management
  - B. Who is a manager? Discuss the various functions that the manager is expected to perform in running the day-to-day activities of an enterprise.
  - C. Define the concept Principles of Planning.
  - D. What do you understand staffing. Describe Need and Importance of Staffing.
  - E. What do you understand by "span of management and its limits"?
3. Describe the basic concept of principles of management. What are the functions managers perform to attain the set goals. Explain.
- 4. What is the contribution of Henry Fayol (1841-1925) towards the management theory. Explain it in a brief Manner?
  - 5. What are the objectives of scientific management? Discuss.

1. Define motivation. Explain each component of Herzberg's two-factor theory and hierarchy model.
2. What do you think about the selection? If that system is involved in the selection procedure, explain.

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