

Printed Pages : 4

CA-103

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

PAPER ID : 1152

Roll No.

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M. C. A.

(Semester-I) Theory Examination, 2012-13

PRINCIPLES OF MANAGEMENT

Time : 3 Hours]

[Total Marks : 100

Note : Attempt questions from all Sections as per instructions.

Section-A

Attempt *all* parts of this question. $2 \times 10 = 20$

1.
 - (a) Define nature of management.
 - (b) Differentiate between Authority and Responsibility as given by Fayol.
 - (c) What information a mission statement addresses ?
Give one example of a mission statement.
 - (d) What is strategy ? Define strategic policy.
 - (e) What is empowerment ?
 - (f) Differentiate between Job analysis and Job evaluation.

- (g) What is 'noise' ? How is it a barrier to effective communication ?
- (h) Define McGregor's X type of employees.
- (i) Describe briefly feed forward control mechanism.
- (j) Can productivity be defined and quantified ?

Section-B

Attempt any *three* parts of this question. $10 \times 3 = 30$

- 2.
- (a) Explain five principles of scientific management.
What are the reasons behind criticism of 'Taylorism' ?
 - (b) What is Forecasting ? Explain the relevance of forecasting in business. Explain the various tools of forecasting.
 - (c) What is decentralization ? List advantages of decentralization. What are the factors affecting extend of decentralization ?
 - (d) "Leadership" style should be sustainable and it cannot be sustained, unless it comes from within." In the light of the statement, discuss various leadership styles.
 - (e) Describe any ten principles of controlling.

Section-C

Attempt *all* questions of this Section. $10 \times 5 = 50$

3. Attempt any two parts : $5 \times 2 = 10$

(a) Explain the following principles given by Fayol :

- (i) Scalar chain of command
- (ii) Subordination of individual interest to general interest.

(b) List any five major functions performed by the management.

(c) Distinguish between different levels of management with respect to constitution and work performed.

4. Attempt any one part : $10 \times 1 = 10$

(a) List various characteristics of planning. What are various steps involved in a planning process ?

(b) Describe SWOT analysis giving suitable example. For what purpose managers use SWOT analysis ?

5. Attempt any two parts : $5 \times 2 = 10$

(a) Distinguish between line and staff authority.

(b) What is meant by delegation of authority ? What are the difficulties in the process of delegation ?

- (c) *"The more management layers in the organization, the more possibilities there are for delayed decision-making."* Discuss and critically examine whether the statement is true or false.
6. Attempt any two parts : $5 \times 2 = 10$
- (a) Explain in detail the Maslow's Need-Hierarchy theory of motivation.
 - (b) Distinguish between a leader and a manager.
 - (c) Describe the effectiveness of electronic media in communication.
7. Attempt any two parts : $5 \times 2 = 10$
- (a) What do you mean by Budget ? Can budgeting be used as a control technique ? What does it control ?
 - (b) Write a note on "Global theory of Management".
 - (c) Describe MBO as a controlling technique.