

(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.

2×10=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.      10×3=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.