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(201217) Roll No.

B.C.A. – I Sem.

18003

B.C.A. Examination, Dec.-2017

Principles of Management

(BCA-104)

(New Course)

Time : Three Hours] [Maximum Marks : 75

Note : Attempt questions from **all** sections as per instructions.

Section-A

(Very Short Answer Questions)

Note : Attempt all the **five** questions. Each question carries 3 marks. Very short answer is required not exceeding 75 words.

3×5=15

1. What are the features of TQM?

P.T.O.

2. What are the essential qualities of a Leader.
3. State the features of motivation.
4. What is MBO?
5. What are different types of Plan?

Section-B

(Short Answer Questions)

Note : Attempt any **two** questions out of the following three questions. Each question carries 7½ marks. Short answer is required not exceeding 200 words. 7½×2=15

6. Discuss the contribution of "Hawthorn Experiments" in the development of managerial thinking.
7. Write short note on span of control.
8. What are the factors affecting decision making process.

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Section-C

(Detailed Answer Questions)

Note : Attempt any **three** questions out of the following five questions. Each question carries 15 marks. Answer is required in detail.

15 × 3 = 45

9. Define ethics and social responsibility of Business. What are different tools of ethics.
10. "Planning without control is meaningless" and "control without planning is a waste" Discuss.
11. What do you mean by levels of management? Briefly describe the different levels of management.
12. Explain the role of different strategies.

13. Discuss the condition of need for change in organization. Also discuss the alternative change techniques.