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BACHELOR OF COMPUTER APPLICATIONS (BCA)
EXAMINATION: DECEMBER- 2024
SEMESTER - III

Sub: Principles and Practice of Management-II (PPM-II) (BCA –23-304)

Date: 27/12/2024**Total Marks:60****Time: 2.00pm To 4.30pm**

Instructions:

1. All questions are compulsory unless and otherwise stated.
2. Bold figures to the right of every question are the maximum marks for that question.
3. Candidates are advised to attempt questions in order.
4. Answers written illegibly are likely to be marked zero.
5. Use of scientific calculators, Log tables, Mollier Charts is allowed.
6. Draw neat and labeled diagrams wherever necessary.

Q.1. Fill in the blanks.**(5)**

1. _____ is the first step in control process.
a) Establishment of standards b) Measurement of performance
c) Taking corrective actions d) Comparing performance with standards
2. Wedding is a / an _____ event.
a) leisure b) cultural
c) personal d) organizational
3. _____ standard covers only quality assurance in final inspection and test it is not widely used.
a) ISO 9000 b) ISO 9002
c) ISO 9003 d) ISO 9004
4. Sports event comes under _____ category.
a) leisure b) cultural
c) personal d) organizational
5. _____ is the final step in the control process.
a) Establishment of standards b) Measurement of performance
c) Taking corrective actions d) Comparing performance with standards

Q.2. State True/False**(5)**

1. Internal sources may not always fulfill the needs of an organization.
2. A leader should understand human psychology.
3. Control is a fundamental managerial function.
4. Standard Costing technique is often used for cost reduction and cost control.
5. Disaster Management is an organized and systematic effort to tackle the situation or condition effectively before any disaster has happened.

Q.3. Answer the following in short. (Solve any 5)**(10)**

1. Define recruitment.
2. List the elements of direction.
3. What are the features of communication?
4. Define motive.
5. List the features of leadership.
6. Define morale.

Q. 4. Answer the following in detail. (Solve any 6) (30)

1. What are the external sources of recruitment?
2. Write a note on training and development.
3. Describe the objectives of performance appraisal.
4. Write a note on nature of direction.
5. Explain the medias of non-verbal communication.
6. What are the types of motivation?
7. Explain The Expectancy Theory of Motivation.

Q. 5. Answer the following in detail. (Solve any 1) (10)

1. Explain the process of communication in detail.
 2. What is Maslow's Need of Hierarchy Theory?
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