

Sub: Principles and Practice of Management (PPM-II) (BCA 441-20)

Time: 2.00 pm to 4.30 pm

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.

(5)

- According to Maslow, the highest level of human need is _____
 - Safety
 - social
 - esteem
 - self actualization
- Directing initiates action in an organization through _____
 - planning
 - organizing
 - budgeting
 - guiding & supervising
- _____ is a financial motivator.
 - recognition
 - promotion
 - bonus
 - job satisfaction
- _____ leadership style involves full control by the leader with no input from subordinates.
 - autocratic
 - participative
 - democratic
 - all above
- _____ is lifeline of any organization
 - communication
 - leadership
 - planning
 - controlling

(5)

1. Communication is not a continuous process .
2. Physiological needs are highest level of needs
3. Motivated people creates good environment at work place
4. Supervision is the important element of directing
5. Training is an instrument of developing the employees by increasing their skills

(10)

1. What is selection?
2. What esteem needs?
3. What is performance appraisal?
4. What is up-word communication?
5. Define the term directing?
6. What is event management?

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

1. Short note on stress management
2. Explain any 5 principles of effective communication
3. What is management audit? List down its benefits
4. Why is leadership important in management?
5. Explain steps in control process
6. Write short note ISO
7. Write short note on morale & productivity

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

1. What is MBO? Explain the process of MBO
 2. What is recruitment? What are the different sources of recruitment?
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