

Fundamentals of Management  
&  
Organizational Behaviour

**BCA 1st Semester Exam., 2023**

**PRINCIPLES OF MANAGEMENT AND  
ORGANIZATION**

**Time : 3 hours**

**Full Marks : 60**

**Instructions :**

- (i) The marks are indicated in the right-hand margin.
- (ii) There are **SEVEN** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question Nos. **1 & 2** are compulsory.

**1. Answer any six of the following :                   $2 \times 6 = 12$**

- (a) Define the term 'management'.
- (b) Who developed scientific management?
- (c) Max Weber developed which school of management thought?
- (d) Whether controlling is an executive function?
- (e) Who developed the management thought of human relations?
- (f) Introduce the concept of 'organization'.

(g) Define 'staffing' as a management function.

(h) Who propounded behavioural science approach of management thought?

(i) Is the principle of unity of command a directing principle?

(j) Name new control technique.

**2. Answer any three of the following :                   $4 \times 3 = 12$**

- (a) Briefly discuss the main elements of scientific management.
  - (b) Mention executive functions in brief.
  - (c) Explain the nature and importance of planning.
  - (d) Discuss various types of formal organization.
  - (e) What are different elements of controlling?
3. Describe the objectives and characteristics of scientific management. 12
4. What is financial management? What are the basic characteristics of a financial plan? 12

( 3 )

5. Explain briefly the steps involved in business planning. 12
6. Explain the meaning and significance of motivation. What are important elements of a sound motivation system? 12
7. Write an essay on social responsibility of business. 12

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**Code : 303104**

**BCA 1st Semester Exam., 2022**

**PRINCIPLES OF MANAGEMENT AND  
ORGANIZATION**

Time : 3 hours

Full Marks : 60

**Instructions :**

- (i) The marks are indicated in the right-hand margin.  
(ii) There are **SEVEN** questions in this paper.

(iii) Attempt **FIVE** questions in all.

(iv) Question Nos. **1 & 2** are compulsory.

1. Write True or False of any six of the following :  $2 \times 6 = 12$

(a) The process of management involves the coordination of human and material resources towards the accomplishment of certain predetermined goals.

(b) Max Weber developed scientific management.

(c) Management thinkers belonging to modern school of thought refined and extended the classical theories.

(d) Controlling is an executive function.

(e) Planning is a continuous function.

- (f) What is the basic need of hypertext?  
(g) How to define database?  
(h) What is the basic purpose of optical disk?  
(i) What is the use of flowchart?  
(j) How to define intranet?

2. Answer any three of the following :  $4 \times 3 = 12$
- (a) Write down the features of a good programming language.
- (b) Draw a flowchart to find the factorial of an N number.
- (c) What is the role played by modern in networking?
- (d) What do you understand by write protection of floppies and how is it done?
- (e) Compare impact printers with non-impact printers.

3. What are the differences between internal commands and external commands in DOS? Give three examples of each type with syntax. 12

**AK23/973**

*( Turn Over )*

**AK23/972**

*( Continued )*

4. Discuss the working of various components of computer with block diagram. 12
5. What is computer output microfilm? Discuss the classification of secondary storage devices. 12
6. Discuss the function of information technology in electronic data processing. 12
7. Discuss the layers of TCP/IP model. 12

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**BCA 1st Semester Exam., 2021**

**PRINCIPLES OF MANAGEMENT AND  
ORGANIZATION**

**Time : 3 hours**

**Full Marks : 60**

**Instructions :**

*(i) The marks are indicated in the right-hand margin.*

*(ii) There are **SEVEN** questions in this paper.*

*(iii) Attempt **FIVE** questions in all.*

*(iv) Question Nos. **1** and **2** are compulsory.*

**1. Answer any six questions of the following :**

$2 \times 6 = 12$

*(a) Name five qualities of an effective manager.*

*(b) What means 'Equity' in principles of management given by Fayol?*

*(c) What is 'Fatigue Study'?*

*(d) What are the functions of management?*

*(e) Define motivation.*

*(f) Define training.*

*(g) What are the elements of delegation?*

*(h) Define strategy.*

*(i) Define centralization and decentralization.*

**2. Answer any three questions of the following :**

$4 \times 3 = 12$

*(a) How does planning provide direction?*

*(b) Distinguish between responsibility and accountability.*

*(c) How is a functional structure different from a divisional structure?*

*(d) What is meant by recruitment? How is it different from selection?*

*(e) What are the common barriers to effective communication?*

**3. Who is a leader? Discuss different types of leadership styles.**

**4. Discuss the relevance of Taylor and Fayol's contribution in the contemporary business environment.**

**5. Discuss Maslow's need hierarchy theory of motivation.**

6. Explain the various steps involved in the process of control. 12
7. Explain the importance of controlling in an organization. What are the problems faced by the organization in implementing an effective control system? 12

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**Code : 303104**

( 2 )

**BCA 1st Semester Exam., 2019**

**PRINCIPLES OF MANAGEMENT AND  
ORGANIZATION**

Time : 3 hours

Full Marks : 60

Instructions :

(i) The marks are indicated in the right-hand margin.

(ii) There are **SEVEN** questions in this paper.

(iii) Attempt **FIVE** questions in all.

(iv) Question Nos. **1** and **2** are compulsory.

1. Choose the correct answer of the following  
(any six) :  $2 \times 6 = 12$

(a) Who is a person who advanced early scientific management principles?

(i) Weber

(ii) Taylor

(iii) Vest

(iv) Fayol

(b) A reporting relationship in which an employee receives orders from, and reports to, only one supervisor is known as

- (i) line of authority
  - (ii) centralization
  - (iii) unity of direction
  - (iv) unity of command
- (c) Which worked on administrative management theory?

I. Fayol

II. Parker

III. Weber

Choose the correct option :

(i) I and III

(ii) II and III

(iii) None of these worked on administrative management theory

(iv) I, II and III

(d) \_\_\_\_\_ is the study of how to create an organizational structure that leads to high efficiency and effectiveness.

(i) Scientific management

(ii) Job specialization

(iii) Administrative management

(iv) Allocation management

**20AK/386**

( Turn Over )

**20AK/386**

( Continued )

( 3 )

- (e) \_\_\_\_\_ is the singleness of purpose that makes possible the creation of one plan of action to guide managers in resource allocations.
- (i) Unity of direction  
 (ii) Unity of command  
 (iii) Unity of authority  
 (iv) Unity of resources
- (f) Which is an organizational-environmental theory?

- I. The open-systems view
- II. Contingency theory
- III. The theory of bureaucracy
- IV. Theory Z

Choose the correct option :

- (i) I and II <http://www.akubihar.com>  
 (ii) I, III and IV  
 (iii) II, III and IV  
 (iv) I, II and III

- (g) Theory \_\_\_\_\_ is based on positive assumptions about workers.

- (i) Z  
 (ii) X  
 (iii) Y  
 (iv) C

( 4 )

- (h) The \_\_\_\_\_ theory states a manager's choice of organizational structures and control systems depends on characteristics of the external environment.

- (i) Mechanistic  
 (ii) Management science  
 (iii) Organic  
 (iv) Contingency

- (j) Which is not one of the Fayol's principles?
- (i) Authority and responsibility
  - (ii) Line of authority
  - (iii) Globalization
  - (iv) Unity of command
- (k) Which is not a management science theory?
- (i) Operations management
  - (ii) TQM
  - (iii) MIS
  - (iv) None of the above

2. Answer any three of the following : 4x3=12

- (a) Briefly explain the classical approach towards management and theory coined by its significant contributors.

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( Turn Over )

**20AK/386**

( Continued )

- (b) What is planning? Explain the steps involved in planning.
- (c) Briefly discuss various tools used for development organization strategy.
- (d) Discuss various steps involved in decision-making process.
- (e) How is management by objectives understood? Discuss briefly the process of MBO.

**3.** Explain various techniques in selection process. 12

**4.** Planning is looking ahead, and control is looking back. Comment. 12

**5.** Discuss the factors of theory of motivation. 12

**6.** What is organizational communication? How important is communication to managers? 12

**7.** What are the steps in controlling process and state the essentials of effective controls? 12



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## **Code : 303104**

**BCA 1st Semester Exam., 2018**

### **PRINCIPLES OF MANAGEMENT AND ORGANIZATION**

**Time : 3 hours**

**Full Marks : 60**

#### **Instructions :**

- (i) The marks are indicated in the right-hand margin.
- (ii) There are **SEVEN** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question Nos. **1** and **2** are compulsory.

**1. Choose the correct answer (any six) :    2x6=12**

(a) Some policies are imposed by external forces, such as

(i) governmental regulatory agencies

(ii) employee demands

(iii) management decisions

(iv) lack of funding

(b) While guiding organization members in appropriate directions, a manager exhibits

(i) consideration behaviour

(ii) authoritarian behaviour

(iii) theory Y behaviour

(iv) leadership behaviour

*( Turn Over )*

- (c) Individuals such as Albert Einstein, Edwin Land and Steven Jobs lead through which type of power?

(i) Legitimate

(ii) Reward

(iii) Expert

(iv) Charismatic

(d) Communication begins with

(i) encoding

(ii) idea origination

(iii) decoding

(iv) channel selection

(e) Functional managers are responsible

(i) for a single area of activity

(ii) to the upper level of management and staff

(iii) for complex organizational sub-units

(iv) for obtaining copyrights and patents for newly developed processes and equipment

- ) Policies are sometimes defined as a/an
- (i) shortcut for thinking
  - (ii) action plan
  - (iii) substitute for strategy
  - (iv) substitute for management authority

- (g) One method of bringing a group to agreement is called
  - (i) proportional values
  - (ii) consensus
  - (iii) accordance
  - (iv) conformance

- (h) In general, if a policy is not thought out and established
- (i) a situation requiring action will arise
  - (ii) social issues will cause change in the organization
  - (iii) managers will be hired from the outside
  - (iv) there will be significant staff turnover

- ) The problem-solving process begins with
- (i) clarification of the situation
  - (ii) establishment of alternatives
  - (iii) identification of the difficulty
  - (iv) isolation of the cause

- (j) A major problem with a task force type of management is
  - (i) there is no logical basis for task force information
  - (ii) that its status is too inflexible
  - (iii) accountability
  - (iv) lack of planning

**2. Answer any three questions :  $4 \times 3 = 12$**

- (a) Define management and discuss on the nature and scope of management.
- (b) What is planning? How is it done?
- (c) Why is decision making an integral part of management?
- (d) Differentiate between formal and informal organization.
- (e) Differentiate between delegation and centralization.

## ( 5 )

Answer any *three* questions :                            12×3=36

3. Deliberate on the functions of management.
4. Elaborate on scientific management according to F. W. Taylor.
5. Elaborate on neoclassical theory of management.
6. What is recruitment? Discuss on the various sources of recruitment.
7. What is management by objectives? Discuss on the features.

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## Code : 303104

BCA 1st Semester Theory Examination, 2017

### Principles of Management & Organization

e : 3 Hrs

Full Marks : 60

#### Instructions :

(i) *There are Seven Questions in this paper.*

(ii) *Attempt five questions in all.*

(iii) *Question Nos. 1 & 2 are compulsory.*

(iv) *The marks are indicated in the right side margin.*

Choose the correct answer (any six) of the following: 6x2=12

(a) Organization structure primarily refers to

(i) how activities are coordinated and controlled

(ii) how resources are allocated

(iii) the location of departments and office space

(iv) the policy statements developed by the firm

(b) The job design would be LEAST formal in a

(i) matrix structure

(ii) professional bureaucracy

(iii) divisionalized structure

(iv) machine bureaucracy

(c) The purpose of job enrichment is to

P.T.O.

- (i) expand the number of tasks an individual can do
- (ii) increase job efficiency
- (iii) increase job effectiveness
- (iv) increase job satisfaction of middle management

(d) USX (formerly U.S. Steel) has become mostly an energy company. This is an example of a change in

- (i) executive
- (ii) policy
- (iii) strategy
- (iv) mission

(e) Strategic planning as a broad concept consists of:

- (i) corporate strategy and business strategy
- (ii) strategy formulation and strategy implementation
- (iii) inputs and outputs <http://www.akubihar.com>
- (iv) environmental analysis and internal analysis

(f) Early theories about how individuals make decisions were based on the concept of a(n)

- (i) utilitarian philosophy
- (ii) action man
- (iii) economic man
- (iv) attentive man

(g) One of the most helpful mechanisms for refining a spoken or written communication is called the

ode : 303104

2

**2. Answer any three of the following:**

- (a) Define Organization and bring out the features of and informal organization.
- (b) Discuss on the modern techniques of controlling.
- (c) Discuss on the objectives of Management.
- (d) Define motivation and bring out the importance of motivation.
- (e) Discuss the advantages and limitations of line and organization

<http://www.akubihar.com>

(b) According to Herzberg, which of the following is a maintenance factor?

- (i) Salary
- (ii) Work itself
- (iii) Responsibility
- (iv) Recognition

(i) The concept of power refers to:

- (i) defined authority and responsibility
- (ii) a relative hierarchical position in an organization
- (iii) the ability to influence the behavior of others
- (iv) the specialized knowledge possessed by an individual
- (i) The school of thought typified by Joan Woodward says that

- (i) size is the most critical determinant of structure
- (ii) technology is the most critical determinant of structure
- (iii) structure follows strategy
- (iv) strategy follows structure

BCA 1st SEMESTER EXAM. , 2014  
PRINCIPLE OF MANAGEMENT AND ORGANIZATION CODE – 303104  
Time: 3 hours Full Marks: 60

Instructions:

- i. The Marks are indicated in the right -hand margin.
  - ii. There are SEVEN questions in this paper.
  - iii. Attempts FIVE question in all.
  - iv. Question Nos. 1 and 2 are compulsory.
1. Choose the correct option (any six):  $2 \times 6 = 12$

(a) The purpose of job enrichment is to

- (I) expand the number of tasks an individual can do
- (II) increase job efficiency
- (III) increase job effectiveness
- (IV) increase job satisfaction of middle management

(b) Strategic planning as a broad concept consists of

- (I) corporate strategy and business strategy
- (II) strategy formulation and strategy implementation
- (III) inputs and outputs
- (IV) environmental analysis and internal analysis

(c) One of the most helpful mechanism for refining a spoken or written communication is called the

- (I) grapevine (II) counselling service
- (III) five Cs (IV) compliant system

(d) According to Herzberg, which of the following is a maintenance factor?

- (I) Salary (II) Work itself
- (III) Responsibility (IV) Recognition

(e) The concept of power refers to

- (I) defined authority and responsibility
- (II) a relative hierarchical position in an organization
- (III) the ability to influence the behaviour of others

Page 2 of 3

(IV) the specialized knowledge possessed by an individual

(f) A major problem with a task force type of management is

- (I) there is no logical basis for task force information
- (II) its status is too inflexible
- (III) accountability
- (IV) lack of problem

(g) Some policies are imposed by external forces, such as

- (I) governmental regulatory agencies

- (II) employee demands
  - (III) management decisions
  - (IV) lack of funding
- (h) While guiding organization members in appropriate directions, a manager exhibits
- (I) consideration behaviour (II) authoritarian behaviour
  - (III) theory Y behaviour (IV) leadership behaviour
- (i) Communication begins with
- (I) encoding (II) idea origination
  - (III) decoding (IV) channel selection
- (j) In general, if a policy is not thought out and established
- (I) a situation requiring action will arise
  - (II) social issues will cause change in the organization
  - (III) managers will be hired from the outside
  - (IV) there will be significant staff turnover

2. Answer any three of the following:  $4*3=12$

- (a) Describe the basic concept of management and state its importance.
- (b) Discuss the difference between objective and policies.
- (c) Discuss the different levels of management and its function.
- (d) Describe the difference between strategic and tactical plan.
- (e) Describe the contribution of Max Weber's bureaucratic theory.

Page 3 of 3

Answer any three of the following:  $12*3=36$

- 3. Define planning and its nature and characteristics.
- 4. What is meant by staffing? Describe the different processes of staffing.
- 5. Define recruitment. Discuss the process and factors affecting recruitment.
- 6. What do you think training and development? Describe the needs, importance and benefits of training.
- 7. What do you mean by departmentation? Discuss the importance and advantage of departmentation.

**Code : 303104****BCA 1st Semester Exam., 2013****PRINCIPLES OF MANAGEMENT  
AND ORGANIZATION**

Time : 3 hours      akubihar.com      Full Marks : 60

**Instructions:**

(i) The questions are of equal value.

(ii) There are **SEVEN** questions in this paper.(iii) Attempt **FIVE** questions in all.(iv) Question Nos. **1** and **2** are compulsory.**1.** Choose the correct answer :

(a) Management affects employee morale but not a company's financial performance.

(i) True

(ii) False

(b) A goal of efficiency is to minimize resource costs.

(i) True

(ii) False

(c) Fayol's management functions are basically equivalent to Mintzberg's management roles.

(i) True

(ii) False

(d) The division of labor is also referred to by the term 'job specification'.

(i) True

(ii) False

(e) The Industrial Revolution began in the nineteenth century.

(i) True

(ii) False

(f) Organizing includes

- (i) defining organizational goals
- (ii) hiring organizational members
- (iii) motivating organizational members
- (iv) determining who does what tasks

(g) The process of monitoring, comparing and correcting is called

- (i) controlling
- (ii) coordinating
- (iii) leading
- (iv) organizing

(h) The quantitative approach to management has also been referred to by which of the following names?

- (i) Sales optimization
- (ii) Management science
- (iii) Managerial theory
- (iv) Statistical reformulation

( 3 )

( 4 )

- (i) Planning involves two important elements, i.e., **akubihar.com**
- (ii) goals and decisions
  - (iii) goals and plans
  - (iv) plans and decisions

(i) What is the strength of a simple structure?

- (ii) Employees are grouped with others who have similar tasks
- (iii) It focuses on results

(iv) It is inexpensive to maintain  
(v) There are cost-saving advantages from specialization **akubihar.com**

**2.** Answer any *three* of the following :

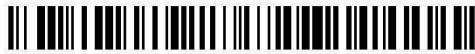
- (a) Describe the four functions of management.
- (b) Differentiate between open system and closed system.
- (c) Describe span of management.
- (d) Differentiate between objectives and policies.
- (e) Differentiate between effectiveness and efficiency.

- (i) Answer any *three* questions of the following :
- 3. Discuss different managerial roles. Include specific examples.
  - 4. Converse Frederick Taylor's work in scientific management. List Taylor's four principles of management.
  - 5. Define management by objectives (MBO) and list different elements of this type of goal setting.
  - 6. Define corporate social responsibility and describe some of the current trends in this area.
  - 7. List and discuss the five needs that are based on Maslow's hierarchy of needs theory.

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**MCA**  
**(SEM I) THEORY EXAMINATION 2023-24**  
**PRINCIPLES OF MANAGEMENT & COMMUNICATION**

**TIME: 3HRS****M.MARKS: 100****Note:** 1. Attempt all Sections.**SECTION A****1. Attempt all questions in brief.**

Q no.	Question	Marks	CO
a.	What do you mean by scientific management?	2	1
b.	What do you mean by unity of command?	2	1
c.	Distinguish between forecasting and planning.	2	2
d.	Distinguish between formal and informal delegation.	2	2
e.	What is carrot approach of motivation?	2	3
f.	Define concurrent control.	2	3
g.	Define written communication.	2	4
h.	State the elements of communication process.	2	4
i.	What are the parts of a sales letter?	2	5
j.	Distinguish between routine and special report.	2	5

**SECTION B****2. Attempt any three of the following:**

Q no.	Question	Marks	CO
a.	What are the various functions of Management?	10	1
b.	Define decision-making and explain the process of decision-making.	10	2
c.	Describe McGregor's theory X and Y and the situations in which they can be applied.	10	3
d.	Explain the seven Cs of effective communication.	10	4
e.	Write your resume, keeping in mind all the essential details.	10	5

**SECTION C****3. Attempt any one part of the following:**

Q no.	Question	Marks	CO
a.	What are the principles of Taylor's scientific management?	10	1
b.	What are the major findings of Hawthorne Experiments?	10	1

**4. Attempt any one part of the following:**

Q no.	Question	Marks	CO
a.	Define line organization structure. What are its advantages and limitations?	10	2
b.	What is planning? Discuss its nature and significance.	10	2



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**MCA**  
**(SEM I) THEORY EXAMINATION 2023-24**  
**PRINCIPLES OF MANAGEMENT & COMMUNICATION**

**TIME: 3HRS****M.MARKS: 100****5. Attempt any *one* part of the following:**

Q no.	Question	Marks	CO
a.	Explain traditional techniques of control.	10	3
b.	“Planning without control is meaningless” and “control without planning is a waste” Discuss.	10	3

**6. Attempt any *one* part of the following:**

Q no.	Question	Marks	CO
a.	Explain the advantages and disadvantages of downward communication.	10	4
b.	What is written communication? State the advantages and disadvantages of written communication.	10	4

**7. Attempt any *one* part of the following:**

Q no.	Question	Marks	CO
a.	Write notes on the following: (a) Body of the letter      (b) Subscription (c) Post script              (d) Enclosure	10	5
b.	Write an application letter for the post of Software Engineer addressed to the Human Resource Manager of Rajan Enterprises, Delhi, in response to the advertisement in a newspaper.	10	5

**MCA**  
**(SEM I) THEORY EXAMINATION 2022-23**  
**PRINCIPLES OF MANAGEMENT & COMMUNICATION**

**Time: 3 Hours****Total Marks: 100**

**Note:** Attempt all Sections. If require any missing data; then choose suitably.

**SECTION A**

- 1. Attempt all questions in brief. 2 x 10 = 20**
- (a) Enumerate the qualities of an efficient management.
  - (b) Write down the importance of management.
  - (c) How can you say that planning is goal oriented?
  - (d) What are the different types of plans?
  - (e) Explain motives.
  - (f) Discuss Need for Achievement.
  - (g) Write down about informal communication.
  - (h) Discuss the barriers to communication.
  - (i) What are the four types of business letters?
  - (j) How much do you personally use body language to communicate?

**SECTION B**

- 2. Attempt any three of the following: 10x3=30**
- (a) What do you understand by management? What are the key aspects of management process?
  - (b) Planning is an intellectual process, the conscious determination of course action, the basing of decisions on the purpose and facts. Comment.
  - (c) Discuss the concept of motivation. Explain Maslow's need hierarchy.
  - (d) Explain the meaning and characteristics of communication. Why communication is important in any business world?
  - (e) What are the main purposes and uses of sales letter? What are the qualities of a good sales letter?

**SECTION C**

- 3. Attempt any one part of the following: 10x1=10**
- (a) Why FW Taylor is called the father of management? Why does Taylor's theory work? Explain
  - (b) Explain by giving reasons why organizing is considered as an important function of management.
- 4. Attempt any one part of the following: 10x1=10**
- (a) Directing is the heart of the management process .Do you agree? Give any four reasons to support your answer.
  - (b) How important is listening in communication? Explain with example.
- 5. Attempt any one part of the following: 10x1=10**
- (a) How do you write a claim and adjustment letter? Explain.
  - (b) What was Henry Fayol's greatest contribution to management theory? Discuss.
- 6. Attempt any one part of the following: 10x1=10**
- (a) How can people judge who is the right person to delegate a task to? Explain.
  - (b) Which leadership styles seek to empower employees? Explain.
- 7. Attempt any one part of the following: 10x1=10**
- (a) Explain Technical Communication. Discuss the purpose of technical communication.
  - (b) Is GD part of a selection process or an elimination technique? Discuss.

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**MCA**  
**(SEM I) THEORY EXAMINATION 2021-22**  
**PRINCIPLES OF MANAGEMENT & COMMUNICATION**

**Time: 3 Hours****Total Marks: 100****Note:** 1. Attempt all Sections. If require any missing data; then choose suitably.**SECTION A**

<b>1. Attempt all questions in brief.</b>		<b>2 x 10 =20</b>	
Qno.	Question	Marks	C O
a.	Define Management.	2	1
b.	Explain various level of Management.	2	1
c.	Discuss any two advantages of organizational chart.	2	2
d.	Explain Intuitive decision-making model.	2	2
e.	List out the qualities of a good leader.	2	3
f.	Discuss the need of Directing.	2	3
g.	Describe grapevine in short.	2	4
h.	Describe the meaning of interpersonal communication.	2	4
i.	Explain the concept of glossary.	2	5
j.	Discuss the concept of pitch.	2	5

**SECTION B**

<b>2. Attempt any three of the following:</b>		<b>3x10 =30</b>	
a.	Explain the techniques of Scientific Management.	10	1
b.	Discuss Importance and Nature of Planning.	10	2
c.	Discuss Maslow's and Herzberg's two factor principles theory of Motivation.	10	3
d.	'Use of technology makes our communication effective.' Illustrate.	10	4
e.	'A job interview is not a test of your knowledge but your ability to use it right time.' Examine the given statement and guide the preparation for during and after an interview.	10	5 before,

**SECTION C**

<b>3. Attempt any one part of the following:</b>		<b>1x10 =10</b>	
a.	Discuss Fayol's General Principles of Management.	10	1
b.	Summarize the Hawthorne Experiments conducted by Mayo.	10	1

<b>4. Attempt any one part of the following:</b>		<b>1x10 =10</b>	
a.	Explain Functional Structure and Divisional Structure of organization with their merits and demerits.	10	2
b.	Examine the importance of Delegation and reasons why a manager fails to delegate.	10	2

<b>5. Attempt any one part of the following:</b>		<b>1x10 =10</b>	
a.	Express various steps involved in Controlling process.	10	3
b.	Discuss the various types of leadership style.	10	3

<b>6. Attempt any one part of the following:</b>		<b>1x10 =10</b>	
a.	'Communication is only effective when we communicate in a way meaningful to the recipient.' Evaluate the statement for various barriers of communication process.	10	4
b.	Evaluate the flow of communication at workplace with the help of a diagram.	10	4

<b>7. Attempt any one part of the following:</b>		<b>1x10 =10</b>	
a.	Design a resume by creating the necessary details yourself and a covering letter for it in block format.	10	5
b.	Evaluate the format of a technical proposal with all the necessary entries in detail.	10	5

**2020**

*Time : 3 hours*

*Full Marks : 70*

*Candidates are required to give their answers in  
their own words as far as practicable.*

*The figures in the margin indicate full marks.*

*Answer from all the Sections as directed.*

**Section – A**

**(Multiple Choice Questions)**

**(Compulsory)**

1. Choose the correct answer of the following :  
 $2 \times 10 = 20$ 
  - (a) In Management, we have planning action \_\_\_\_\_ cycle.
    - (i) Deciding
  - (d) Who said "Management of Men, Money, Machinery and Information" ?
    - (i) Peter Drucker
    - (ii) Henry Fayol

*(Turn over)*

- (ii) Function
- (iii) Control —
- (iv) Manage

- (b) Management is the art of getting things done through and with an informally organised

- (i) Harold Koontz —
  - (ii) Terry
  - (iii) Louis Allan
  - (iv) Henry Fayol
- (c) Strategic planning is ——————
  - (i) Long term planning ——————
  - (ii) Modern term planning
  - (iii) Short term planning
  - (iv) Annual planning
- (d) Who said "Management of Men, Money, Machinery and Information" ?
    - (i) Peter Drucker
    - (ii) Henry Fayol

LO – 5/3 (2 )

Contd.

LO – 5/3 (2 )

- (iii) Koontz  
 (iv) None of them —
- (e) A system of co-operative activities of two or more person is called \_\_\_\_\_.
- Department
  - Co-ordination
  - Organisation —
  - Control
- (f) Which type of organization is permanent and stable ?
- Formal organisation —
  - Internal organisation
  - Business organisation
  - Strategic organisation
- (g) Which of the following is the element of directing ?
- Supervision
- (h) Informal communication is also called :
- Wheel communication
  - Grapevine —
  - Verbal
  - Visual
- (i) Controlling is related to :
- Results —
  - Individuals
  - Things
  - Managers
- (j) Advertising of a product is a part of :
- Strategy —
  - Rule
  - Budget
  - Method

LO – 5/3

(Turn over)

LO – 5/3

(4)

Contd.

## **Section – B**

### **(Short-answer Type Questions)**

Answer any four questions of the following :

- 5×4 = 20
2. What is strategies ? Explain the types of strategies.

3. Explain the role of Managers.

4. Define MBO. What are the benefits of MBO ?

5. Differentiate between Centralization and Decentralization.

6. Define Corporate planning.

7. Explain the Motivation theory.

## **Section – C**

### **(Long-answer Type Questions)**

Answer any three questions from the following :

$$10 \times 3 = 30$$

8. What is Culture ? Explain the type of culture.

LO – 5/3 (100) ( 5 ) ( Turn over )

9. Derive the Performance Appraisal.

10. Define the Formal and Informal Group of Organisation.

11. Explain the Decision Making Process.

12. Explain the following :

(i) Span control

(ii) Training

(iii) Leadership styles



## 2019-22

Time : 4 hours

Full Marks : 80

Candidates are required to give their answers in their own words as far as practicable.

The questions are of equal value.

Answer any five questions.

5. What are the features of marketing ?
  6. What are the sources of marketing information ?
  7. Explain various pricing objectives. What factors affect pricing decisions of a company ?
  8. Define sales promotion. What are the objectives of advertising ?
  9. What are the life cycle of product ? Define strategies of each stages.
  10. (a) What is marketing communication ?  
(b) Explain the retail selling process.
- 
1. Discuss the importance of Human Resource Planning.
2. Why study human resource management ? And define human resource management.
3. What is career planning ? How is career planned and developed in an organisation ? Discuss.
4. What is training ? Discuss various methods of training.

**XA (I) - Fund of Mgt  
(3)**

**2017-20**

*Time : 4 Hours*

*Full Marks : 80*

*Candidates are required to give their answers in their own words as far as practicable.*

*The questions are of equal value.*

*Answer any five questions.*

*1. Define Human Resource Management. Explain the objectives of Human Resource management.*

*2. What do you mean by 'Recruitment'? Explain the Internal Sources of Recruitment.*

*3. Define Training. Discuss the importance of training*

*4. Define Succession Planning? Explain the importance of Succession Planning.*

*5. What do you mean by Performance Appraisal?  
Discuss the different methods of Performance Appraisal.*

*235/11/46/27*

*(1) (Turn over)*

*235/11/46/27*

*(2)*

*(P-400)*

## 2015-18

Time : 4 hours

Full Marks : 80

Candidates are required to give their answers in their own words as far as practicable.

The questions are of equal value.

Answer any five questions.

1. Define management. Discuss its various tasks
2. What do you mean by human resource management?

Discuss its scope. <http://www.biharpaper.com>

3. Explain the benefits of manpower forecasting

4. Define training. Explain the principles of training.

5. What is performance appraisal? Why it is needed in an organisation?

6. Explain the marketing environment in detail.

7. Define product life cycle. What are the different strategies followed at each stage of product life cycle.

8. Explain the importance of marketing information system

9. What is advertising? How it is different from sales promotion? <http://www.biharpaper.com>

10. "Finance is the life blood of a business". Discuss.

