

## Code : 303104

BCA 1st Semester Theory Examination, 2017

### Principles of Management & Organization

Time : 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:  $6 \times 2 = 12$

- (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
  - (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

- (i) grapevine
  - (ii) counselling service
  - (iii) five C.S
  - (iv) complaint system
- (h) 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
- (j) 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

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P.T.O.

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

- (a) Define Organization and bring out the features of formal 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 staff organization

**Answer any three questions:**

12×3

3. What is recruitment? Discuss the external sources of recruitment.
4. Elucidate on the contributions of Henry Fayol and F.W. Taylor towards Scientific Management.
5. Differentiate between delegation and decentralization. Discuss the factors determining the extent or degree of decentralization.
6. Elaborate on the different theories of motivation.
7. Bring out your views in the context of social responsibility of business.

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