

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: $6 \times 2 = 12$

- (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

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- (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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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 in business.

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