

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BACHELOR OF COMPUTER APPLICATIONS (B.C.A.)**  
**EXAMINATION : JUNE - 2022**  
**SEMESTER - IV**

**CB**

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

**Date : 14/06/2022**

**Total Marks : 60**

**Time: 2.00 pm to 04.30 pm**

***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. Staffing facilitate growth and ----- of business.  
a) Diversification  
b) Development  
c) Survival  
d) None
2. The major outcome of training is .....  
a) Learning  
b) control  
c) Decision making  
d) None
3. ----- Communication needs a personal touch.  
a) Written  
b) Verbal  
c) Formal  
d) Informal
4. Motivation is a -----factor in industry.  
a) Productivity  
b) Human  
c) Scientific  
d) All of above
5. Free rein style is known as -----  
a) Lazy fair  
b) Autocratic  
c) Democratic  
d) All of above

**Q.2. State True/False**

**(5)**

1. Money is a good technique of motivation in any form
2. Under autocratic style all decision are taken by leader
3. Control should be forward looking
4. Campus interview is an internal source of recruitment?
5. Encoding refers to converting symbols received by the receiver into meaning.

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

1. What is staffing?
2. What is Morale?
3. Define the term non-verbal communication?
4. Define control.
5. What is ROI?
6. What is business ethics?

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

1. Write the importance of training and development.
2. What are the elements of communication?
3. Write a short note on stress management.
4. State the principles of Directing.
5. List down the qualities of good leader.
6. Write short note on Management audit.
7. Differentiate between theory X and Theory Y.

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

1. What is Controlling function of management? What are the essentials of good control?
2. What is TQM? Explain its merits and demerits.

---