TILAK MAHARASHTRA VIDYAPEETH, PUNE

BACHELOR OF COMPUTER APPLICATIONS (B.C.A.)

EXAMINATION : DECEMBER - 2022 SEMESTER - IV

Sub: Principles and Practice of Management (PPM-II) (BCA 441-18)

Date: 22/12/2022 Total Marks: 60 Time: 2.00 pm to 4.30 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.	Objectives of ISO 9000 is to provide one applicable to all countries		
	a) Quality	b) Standard	
	c) Objectives	d) all of above	
2.	High morale and high productivity are		
	a) co-related	b) dependant	
	c) complementary	d) none	
3.	MBO has been called as		
	a) May by result	b) May by goal setting	
	c) May by productivity	d) None	
4.	Communication needs a personal touch.		
	a) Written	b) verbal	
	c) formal	d) informal	
5.	Control should detectand also suggest corrective action promptly		
	a) flaws	b) limitations	
	c) deviation	d) none	
Q.2.	State True/False.		(5)
1.	Ethics means rules right or wrong.		(0)
2.	Directing is not at all required in all levels of management.		
3.	ROI is also called as Rate of Return.		
4.	Staffing is just determining the number of people required in the organization—		
5.	ABC analysis is popularly known as "Always better control".		
٠.	The unarysis is popularly known as Triways octor control.		
Q.3.	Answer the following. (Solve any 5)		(10)
1.	What is formal communication?		
2.	Define motive.		

- **3.** What is free-rein style of leadership?
- **4.** Mention 2 features of control
- **5.** What is CPM & PERT?
- **6.** Give the basic concept of TQM.

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

(30)

- 1. Explain the principles of directing.
- **2.** State the benefits of Management audit?
- 3. Discuss the merits and demerits of MBO
- **4.** Write a short note on performance appraisal.
- 5. Define leadership? State 2 merits and demerits of autocratic style of leadership
- **6.** Define Morale. Is morale related to productivity?
- **7.** Write the principles of effective communication

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

(10)

- 1. Discuss the theory of motivation advocated by maslow.
- **2.** Explain the concept of stress management and strategies to reduce stress.