

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 441-20)

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. Control system of management have not control on
 - a) Internal Environment
 - b) External Environment
 - c) Both
 - d) Nonne
2. A ... is the actual physical products from encoding
 - a) Message
 - b) feedback
 - c) sender
 - d) receiver
3. Staffing reduces the cost of personnel by avoiding wastages of
 - a) managers
 - b) human resource
 - c) skills
 - d) None
4. Management is a cost effective system.
 - a) QWL
 - b) TQM
 - c) Both A & B
 - d) None
5. The need for affiliation is need.
 - a) social
 - b) personal
 - c) sefety
 - d) All of above

Q.2. State True/False.

(5)

1. The focus in PERT is on time
2. Personal observation is the most effective control
3. The need for power is not inherent in every individual
4. Control process starts with measuring the Performance
5. Success of TQM depends upon training

Q.3. Answer the following. (Solve any 5)

(10)

1. What is Event management?
2. What is QWL?
3. What is the need of training?
4. Differentiate between recruitment and selection.
5. What is informal communication?
6. Define budget.

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

1. Explain ISO 9000 along with some benefits.
2. Differentiate between theory X and Theory Y.
3. Explain the essentials of a good control system.
4. Explain non-verbal communication with its merits and demerits.
5. Mention any 4 principles of leadership?
6. What are the various methods of recruitment?
7. Write short note on Management Audit.

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

1. What is managerial grid theory of Leadership?
 2. Define TQM? Explain its merits and demerits.
-