

Total No. of Questions : 3]

SEAT No. :

**PA-1957**

[Total No. of Pages : 2

[5954]-102

**First Year .B.B.A.(Computer Application)**  
**CA-102 : PRINCIPLES OF MANAGEMENT**  
**(2019 Pattern) (Semester-I)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *Figure to the right indicate full marks.*

**Q1) a) Fill in the blanks (any 5) [5×1=5]**

- i) \_\_\_\_\_ is second function of management.
- ii) \_\_\_\_\_ is a universal concept.
- iii) Management is a \_\_\_\_\_ because it is based on experiments.
- iv) \_\_\_\_\_ propounded Hawthorne experiments.
- v) \_\_\_\_\_ creates feeling of threat & fear among employees.
- vi) \_\_\_\_\_ means assigning work to others.

**b) Match the following (5 marks) [5×1=5]**

- |                   |                          |
|-------------------|--------------------------|
| i) Henry Fayol    | a) Scientific Mgt-theory |
| ii) F.W Taylor    | b) 14 principles         |
| iii) Alton Mayo   | c) Hawthorne experiments |
| iv) Peter Drucker | d) MBO                   |
| v) J.R.D Tat      | e) Diplomat              |

**c) State True/False (any four) [4×1=4]**

- i) Stress results from mismatch between demands & pressures on the person on one hand & their knowledge and abilities on other.
- ii) TQM is infinitely invariable & inadaptable.
- iii) David Mcclelland is known for Needs Hierarchy of Motivation
- iv) Forecasting is part of planning which involves estimating future course of action.
- v) There is a close relation between planning & decision making.

**P.T.O.**

**Q2) Answer any three :**

**[3×8=24]**

- a) What are the types of decision making?
- b) Explain management as an art.
- c) What are principles of change?
- d) Explain Maslow's Law of Hierarchy.

**Q3) Answer any two:**

**[2×16=32]**

- a) What is TQM? Explain elements of TQM.
- b) What is planning? Explain its process with a flow diagram.
- c) Explain Scientific Management Theory in detail.

