

Total No. of Questions : 12]

SEAT No. :

P5481

[Total No. of Pages : 2

[5672]-105

F.Y. MCA (Engineering)
Management Theory and Practices
(2019 Pattern) (Semester - I)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Neat diagrams must be drawn wherever necessary.
- 2) Figures to the right side indicate full marks.
- 3) Assume suitable data if necessary.

Q1) a) Discuss contribution of F.W. Taylor to the development of Management. [6]

b) Define management. Explain different functions of management. [6]

OR

Q2) What is the contribution of Henry Fayol to the management science? [12]

Q3) a) Explain the essential features of good organization structure. [6]

b) What are the basis on which departmentalization is done in organization. structure? Explain with example. [6]

OR

Q4) a) Explain the difference between formal & informal organization. [6]

b) With the help of block diagram explain matrix organization. [6]

Q5) a) How the team effectiveness helps in overall development of an organization. [6]

b) Define Leadership and explain importance of leadership to the organization. [5]

OR

Q6) a) Which are the traits, behavioral and situational approaches for leadership style? [6]

b) Explain path & Goal Theory. [5]

P.T.O.

Q7) a) What is conflict management? Explain various stages of conflict resolution. [6]

b) Write short note on - Theory X, Y and Z. [6]

OR

Q8) What is business process re-engineering? Why it is required? [12]

Q9) a) What are benefits and challenges of ERP? [6]

b) What is CRM? Explain three phases of CRM. [6]

OR

Q10) a) Explain the importance of Management Information Systems (MIS) in the service industry. [6]

b) Write short note on Total Quality Management (TQM). [6]

Q11) a) 'Decision making is important part of every manager's life'. Explain. [5]

b) Write short note on - Open and closed system. [6]

OR

Q12) How decision making is integral part of all management function. Elaborate herbert Simpson's model. [11]

