



Chhatrapati Shahu Ji Maharaj
University, Kanpur

Answer Script Details
Barcode 7460059

Roll No. 23071002365
Total Mark 52/75.00

Exam BACHELOR OF COMPUTER APPLICATION_DEC-2023
Subject BCA1003 - III PRINCIPLES OF MANAGEMENT

Question wise Mark Summary

Q.No Mark Q.No Mark Q.No Mark Q.No Mark

1A 3/5 8 12/15

1B 4/5 9 NA/15

1C 3/5

1D 3/5

1E 3/5

1F 3/5

1G 3/5

1H 3/5

1I 3/5

2 NA/15

3 12/15

4 NA/15

5A NA/5

5B NA/5

5C NA/5

6 NA/15

7 NA/15

Chhatrapati Shahu Ji Maharaj University Kanpur, Uttar Pradesh

PART-I

Date of Exam : 12/12/23 Shift : I
 Room No. : 0103

Paper Code: BCA1003 Subject: Principals of Management
 Name of Candidate: Khyati Trivedi

Roll No. 23071002365

Signature of Candidate: *Khyati Trivedi*
 Signature of Investigator: *[Signature]*
 COE Facsimile: *[Signature]*

PART-II

MARKS OBTAINED										
Q.	1	2	3	4	5	6	7	8	9	10
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(i)										
(j)										
Total										
Total Marks in Figures										Max. Marks
Total Marks in Words										



BCA1003
Paper Code

Signature of Evaluator

PART-III

Course: BCA
 Session: 2023-2024 Year/Semester: I
 Subject Name: Principals of Management
 Medium: English Hindi

Paper Code: BCA1003
 Exam Date: 12/12/2023
 Name of Candidate: KHYATI TRIVEDI
 Father's Name: SK TRIVEDI

संस्थान का कोड
College Code: KN162

परीक्षा केंद्र का कोड
Exam Centre Code: KN162

A	A	0	0	0
E	B	1	1	
F	D	2	2	
H	J	3	3	
K	4	4	4	
L	L	5	5	
R	M	6	6	
S	7	7	7	
U	T	8	8	
U	9	9	9	
W				

परीक्षा का प्रकार
Type of Exam

Regular
 Ex-Student
 Private
 Back Paper Exam

ANSWER BOOKLET NO.

7460059

BCA1003
Paper Code



संस्थान का कोड
Enrollment Number: CSJMA23000129517

परीक्षार्थी अर्थात् उम्मीदवार का कोड
Candidate's Roll Number: 23071002365

परीक्षा का कोड
Paper Code: BCA1003

PART-IV

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A	0	0	0	0	0	N
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Z	6	6	6	6	6	
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AN	8	8	8	8	8	
9	9	9	9	9	9	



Khyati Trivedi
Signature of Candidate

[Signature]
Signature of Investigator

CS Facsimile
[Signature]
COE Facsimile

नोट- 1. परीक्षार्थी को निर्दिष्ट किया जाता है कि आकाश चले की युक्त धारा पर अधिक सभी निर्देशों को सावधानीपूर्वक पढ़ें।
 2. अधिक से अधिक सही प्रतिक्रियाएँ सही उत्तर से शुद्ध की जाएँ। 3. गोलों को चालने या नीले सॉल्वेण्ट से भरा जाएँ।

INSTRUCTION TO THE CANDIDATE FOR FILLING PART-I

1. Read the instructions carefully given on the answer script and admit card.
2. Write Date of Exam, Shift, Paper Code & Name of Subject Correctly.
3. Write Name & Roll No. Correctly.
4. Write Semester & Branch Correctly.

INSTRUCTION TO THE CANDIDATE FOR FILLING PART-III

1. Use blue or black ball point pen for writing alphabets & numerals in boxes.
2. Carefully study the example before you start marking.
3. As shown in the example below, blacken the circles completely.



4. Make no Stray marks on this sheet.

5. DO NOT WRITE OR MARK ON THE BAR CODE.

IN ORDER TO AVOID UFM (UNFAIR MEANS) :

1. The Roll No. and Answer Book no. found elsewhere or any other symbol found in the answer book will be treated as unfair means.
2. Any tampering of Bar Code and Booklet no shall be treated as Unfair Means.
3. Do Not bring the materials like slip of paper/mobile/digital diaries/ study material/ revision notes in examination hall. Possession of the mobiles/ digital diaries/electronic/digital/ watch and any other electronic gadget except memory less scientific calculator shall be considered as UFM case.
4. Do not keep or paste currency note in answer script it shall be consider as UFM.

अनुचित साधन से बचने हेतु :

1. उत्तर पुस्तिका के निर्दिष्ट स्थान को छेदकर अनुक्रमांक एवं उत्तरपुस्तिका का क्रमांक कहीं और न लिखें तथा कोई भी चिह्न न बनाएँ क्योंकि यह अनुचित साधन प्रयोग की शक्ति में आता है।
2. उत्तर पुस्तिका को बारकोड अथवा उत्तर पुस्तिका संख्या पर लेन भ्रम करने पर अनुचित साधन प्रयोग माना जाएगा।
3. परीक्षा काल में चिन्म कस्तूर साधन न लायें, जैसे लिखे हुए कागज के टुकड़े, मोबाइल, डिजिटल डायरी, डिजिटल क्लॉक, कापी, कलम वह सभी कस्तूर जो अनुचित साधन के अन्तर्गत आती है। केवल संश्लिष्ट प्रश्नपत्र में ही मेमोरी लेख सांख्यिकीक कंप्यूटिंग साधन की अनुमति होगी।
4. उत्तर पुस्तिकाओं में कलम न रखें न ही उत्तर पुस्तिका में लिखें। ऐसा करना अनुचित साधन प्रयोग की शक्ति में आता है।

प्रश्नपत्रों की संख्या निर्धारण

1. प्रश्न पत्र एवं उत्तर पुस्तिका पर दिखे गये निर्देशों को ध्यान से पढ़ें।
2. कक्षा गृह के दृष्टी तर्क कुशल लियें।
3. उत्तरपुस्तिका के पृष्ठों पर दोनो तरफ लिखें।
4. प्रश्न पत्र पर अपने अनुक्रमांक के अधिस्थित कुशल लियें।
5. प्रश्न पत्र कोड एवं प्रश्न पत्र ID संख्याएँ पूर्णतः लिखें।
6. नाम ही लिखी स्पष्ट लिखें।
7. उत्तरपुस्तिका के पृष्ठों की संख्या देखें। उत्तर पुस्तिका में पृष्ठ (1-24) से कम है या कटे हुए हैं, तो पृष्ठ होने के पूर्व दूसरी उत्तरपुस्तिका से लें।
8. प्रश्नपत्र को देखें, यदि प्रश्नपत्र के विषय कोड, विषय का नाम तथा प्रश्न में कोई त्रुटि है तो उसको परीक्षा होने के 30 मिनट के अन्दर सब विद्यार्थियों को तत्काल सूचित करें, उसके बाद विस्तृततया प्रश्न कोट न रखी की जायेगी।
9. प्रश्नों के उत्तर लिखने के लिये बैकलिफ का प्रयोग न करें।
10. से कोपे या अधिस्थित टाक नहीं दिया जायेगा।

INSTRUCTION TO THE CANDIDATE

1. Read the instructions carefully given on the Question Paper, Admit Card & Answer Script.
2. Do not write anything on back side of the cover page.
3. Write on both sides of pages of answer book.
4. Do not write anything on question paper except Roll Number.
5. Write Paper Code & Question Paper Id carefully.
6. CHECK the number of pages (1-24) or any other kind of damage in your answer script, if found than change the answer script immediately before the commencement of examination.
7. CHECK the Question Paper for any kind of discrepancy e.g. Subject Code, Name, and Question of the Question Paper during first THIRTY MINUTES of commencement of the exam, so that it can be corrected in TIME. After that no corrections shall be entertained by the university.
8. Do not use pencil for answering the question.
9. Write status correctly e.g. those appearing in carry over papers should fill in status as Carry Over. Those appearing as Ex-Students should fill in status as ex-Students.
10. No supplementary answer book & graph paper will be provided.

INSTRUCTION TO THE CANDIDATE FOR FILLING PART-IV

1. Use blue or black ball point pen for writing alphabets & numerals in Boxes.
2. Use blue or black ball point pen for filling the circles.

	1	8	1	5	4	3	2	1	6	9
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Note- If your Roll No. is of 10 digits. Please leave first three columns.





Paper Code

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1

Section A

Answer - A.

- Management is the concept of getting things done through others.
- Optimum utilization of material, human and financial resources in order to achieve a common organizational objective. ✓
- In the rapidly changing world of economy, if an organization wants to survive and win the competitions, Effective management is something which would help the organization.
- Management foresees and anticipates the likely future and warns the organization about the upcoming threats and opportunities by doing SWOT analysis.
S - Strength
W - Weakness
O - opportunities
T - threats ✓
- Management causes the balance between the personal and common organizational objectives of the organization.



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2

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- Management proves to be effective because it works with its most effective functions which are -

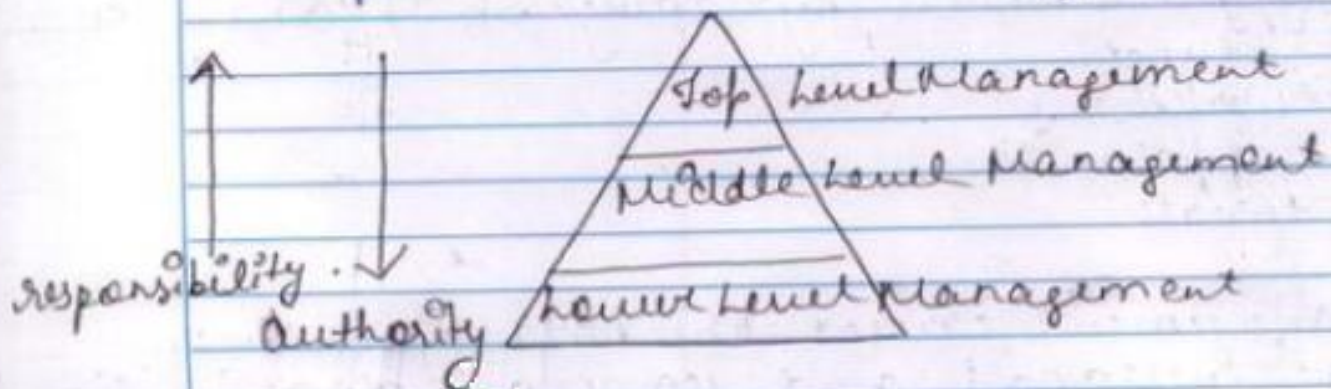
1. Planning
2. Organising
3. Staffing
4. Leading
5. Controlling
6. Decision

- It also helps in prioritising the objectives - which is more important and which is less.

Answer - B.

Levels of Management.

Based on the authority, functionality and responsibility management is classified on the following levels -





Paper Code

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3

- Top Level Management.
This level includes the chief Executive officers, Presidents and managing directors.
- This level of management has the least number of managers.
- The main function of Top management is policy formulation and coordination of the activities performed by various level of management.
- They assign the task to middle level Management.
- They are submitted the report of the performance of middle & lower level management.
- The skills required by them is Conceptual Skills.

Middle Level Management

- Middle Level Management is the Inter-mediatory level between the top and lower level of management.
- They take the orders of the top level Management and impose them on lower levels.



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4

Do Not Write anything in this Portion

- They check the performance of lower Management & submit their report of upper Management.
- Skills required:- Interpersonal Skills.
Lower Level Management.
- This has the most number of managers.
- This includes the supervisors, inspectors etc.
- They interact with the workforce directly.
- They take care of the tools & equipments of the organization.
- They train & motivate the workforce.
- Skills required:- Technical Skills.

Answer-C.

The determinants of Business Ethics include:-

1. Accountability:
The employee & the organization must be accountable or be responsible for the tasks & activities that they perform.

This also implies in the bad activities or unethical tasks.



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5

2. Honesty. ✓

Transparency by the management to employee and by the employee to the management shall be offered.

The durability and reliability shall be offered by each other to each other.

3. Respect-

Respect shall be given by the subordinates to their respective supervisors.

Also respectful conduct of the employees shall be maintained by the management to the employee.

4. Truth.

No false prom^{ises} or statements shall be committed by any management or employee. Truthful and honest conduct of the responsibilities shall be carried out. ✓

5. Justice.

Proper justice will be the efforts of the employees shall be made. ✓

No effort of the employee shall go unrewarded otherwise he will feel lack of motivation.



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Answer-4

- Functional foremanship is carried out/evolved by Frederick Taylor.
- This is one of the elements of the scientific management.
- Functional foremanship was carried out on the basis of standardization of ~~best~~ activities.
- In this element of scientific management the doing aspect of work is directed by a set of 8 people.

In which 8 people were involved in the planning of the tasks / ways of doing a task.

These four personnel's are - ~~Instruction~~ instruction card, disciplinarian, ~~destruction~~ ~~route~~ route clerk, speed boss, gang boss.

They do not have any relation with the doing aspect of work.

Now four new people are required for the doing aspect of work. They do not have any relation with



Paper Code

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7

The planning aspect of work.

These include ~~speed boss~~, ~~gang boss~~, inspectors and maintenance foreman, clerk time, waste clerk.

The functional foremanship helps in efficient discharge of the activities and responsibilities of the employees without any confusion or curtailment.

Answer-F.

The advantages of decentralization are as follows:-

1. Decentralization shares the authority of the upper management to all the levels.
2. This helps the lower level management to have exercise to the post/authority that they have been longing or that they might hold sometime in the future.
3. Decentralization makes the employees work with the responsibility with more accountability and creates a sense of responsibility in the employees.
4. It helps in decrement of the pressure from the top level management.



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who can now pay attention to other aspects of organization as the responsibility is now distributed.

5. Promotes creativity.
Decentralization invokes creativity into the employees & they tend to use this authority of decision making in creative ways.

6. Democratic organization.
Decentralization helps in establishment of the employee organization as it includes input of all the employees.

Answer-F.

Techniques of forecasting.

1. Survey.

Large scale surveys are conducted in order to collect the information about the views of the concerned audience.

It helps in getting qualitative & quantitative information about a lot of things like investment of customers in product.



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9

2. Opinion Poll ✓

This is used to get information about the opinion of the experts and people whose views carry a lot of weight. This gathers information like production determination.

3. Business Barometers.

Like barometer is used to measure atmospheric pressure in science. Likewise, Index number in Business Barometers are used to measure the economy in between any two periods of time.

4. Time Series Analysis.

In this technique, the past is disintegrated into various components like, ~~then~~ trends, seasonal fluctuations and random fluctuations. ✓

In this technique, the future is concerned to be an extension of past and all of the trends and fluctuations are anticipated to be repeated.

5. Input-Output Analysis -

In this technique the forecast of the future output is anticipated through the analysis of the present input if they are interrelated.



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10

And the ^{analysis} ~~select~~ of input is made through considering the forecast of the output if they are interrelated.

Answer-6.

Vertical and Horizontal ^{co-ordination}.

Horizontal coordination is the coordination of or gathering of all the activities of a certain group at the horizontal level. \therefore i.e. it is performed ^{using} in a gang plank type of approach.

In vertical co-ordination, coordination among the tasks of employees on a vertical level.



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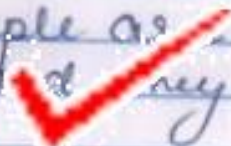

11

Answer-H.

Y Theory of Motivation.

This theory includes the positive attitudes of the humans working in the organization.

The following are the points of the theory Y Motivation.

1. The people are not idler. They can work ~~and~~  enjoy their work.
2. They can handle responsibility.
3. They are capable of governing their own behaviour.
4. They love having control and can discharge ~~control~~  in an effective manner.
5. They want their organization to grow.
6. They are smart and sharp.
7. They do not need to be controlled for discharging the activities or governing their behaviour.
8. They are not self-centered and they love



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working in groups.

9. They have a sense of belongingness to the organization.
10. Their goals are linked with the organizational goals.
11. They work hard and strive to achieve the personal and organizational goal.

Answer-I

Sources of stress:

1. Stress is the reaction of human beings to the unreasonable and over pressure imposed on human beings.
2. Stress usually occurs when a person has constraints in achievement of something that he has been longing for a long time.
3. Stress also occurs due to irregular eating habits that disturb the mental and physical health.
4. Stress is the result of being self-centered and non-social.
Limited interaction with the outside



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13



World disturbs the mental state of humans, which ~~excess~~ result to stress.

5. Stress also occurs when the efforts and achievements of the employees go unrewarded and without any feedback.

Symptoms of stress:

1. Absenteeism in work, reaching to work late and leaving early.
2. Oursleeping, Insomnia, irregular sleeping pattern.
3. Irregular food patterns, overeating, undereating, etc, smoking, drinking.
4. Error prone work, inefficiency in work.
5. Disturbed health.
6. Getting irritated, anxiety etc.





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SECTION-B

Answer-3.

- To earn fame and fortune is the dream of every organization and to make this dream come true achievable deadlines need to be set. This can be done through effective planning.
- Planning is the determination of future course of action.
- Planning is a pervasive function which means that it is carried out at all the levels of the organization.
- Like any other function it is also goal directed. The complete planning process revolves around the achievement of goals and objectives.
- Planning is also continuous in nature because it is done in the economic world environment which is dynamic so changes might be needed therefore it is also considered to be flexible.



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Importance of planning.

1. Planning provides direction -

Planning provides direction and a sense of purpose to the organization.

Planning determines the overall objective of the organization and every element of organization begins to contribute towards that objective & its achievement only.

2. Reduces the risk of business failure.

Planning involves proper forecasting which gives the likely happenings of the future in advance only.

Therefore it warns or informs the organization about the future uncertainties in advance for which the organization can prepare itself & survive in the uncertain struggle.

3. Planning promotes creativity.

Planning encourages the managers to be extra creative & find out effective ways of doing tasks and encourages them to find new ways to doing things.



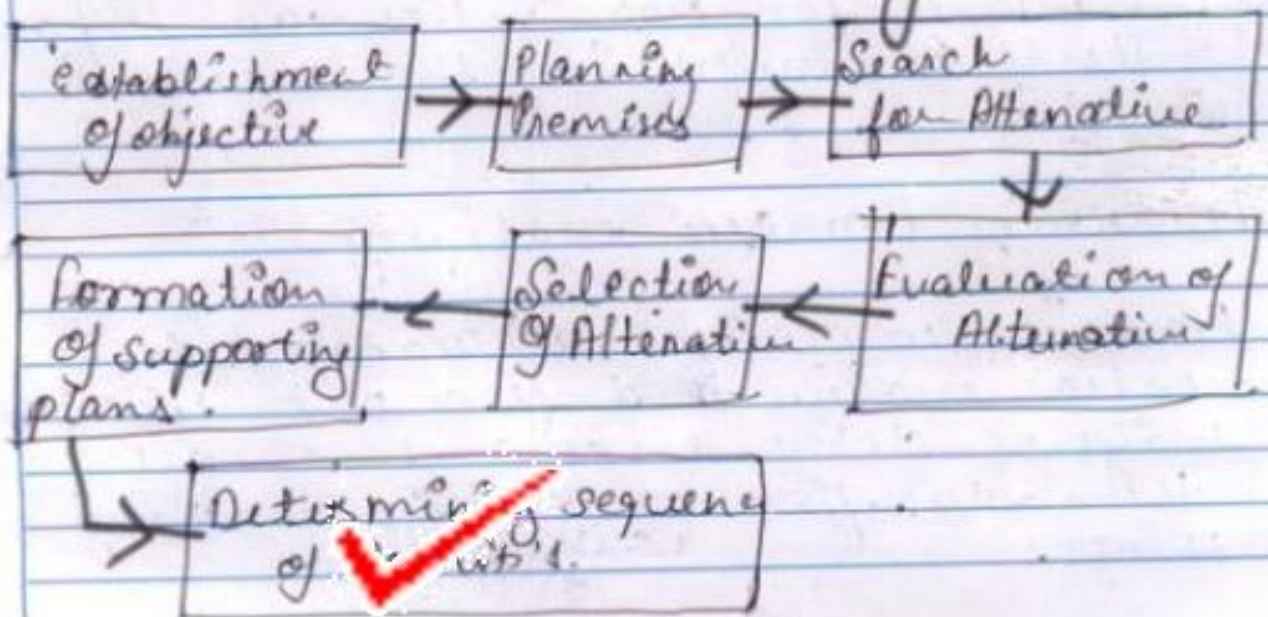
4. Planning is the key for all managerial functions.

Planning acts as the basis for all the orgo-management functions like -
planning, organising, staffing, directing, leading, controlling etc.

5. Optimum utilization of resources.

Planning ✓ is in proper utilization of resources by assuring that no any resource must get involve in a wasteful activity or no resource gets wasted and doesn't get consumed in or before time.

PROCESS OF PLANNING





1. Establishment of objective.

This stage is the basic state for the organization's planning process.

This state gives direction to the organization and planning.

Proper analysis & information check must be done before the establishment of the objective.

2. Planning premises.

These are the conditions in which the organization must have to work. These are the non-static, variable and dynamic conditions and are governed by both internal & external factors.

- internal factors: nature of workforce, etc.
- external factors: technology, political environment

3. Search for alternative:

This is the stage where various ways of doing things are searched. After analysing the objective suitable alternatives are listed & are passed to the further evaluation only if they pass the preliminary criteria.

This method sorts the alternatives on a logical basis.



4. Evaluation of alternative.

Evaluation of only those alternatives which pass the preliminary criteria is done.

Evaluation is the determination of how an alternative is going to contribute towards the objective and the effectiveness of the alternative is tested.

5. Selection of alternative.

The selection of only those alternative which is most suitable, feasible, and most promising.

More than one alternatives can also be chosen because planning is done in anticipation so maybe the other alternative proves to be efficient at that time.

6. Formation of supporting plans.

These are the derived plans that help in proper discharge & conduction of the primary plan:

ex: Substituting and arranging the resources required for the primary plan for of changing the technology being used in the organization.



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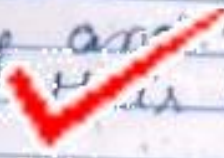


7. Sequence of activities.

It determines which activity should be occurred when, how & how many times for the proper conduct of planning & receiving the desired objective.

Section-C

Answer-8.

- Leadership is the process of stimulating, motivating and inducing people work and  is behavior in a given situation.
- Leadership is the process of inducing work to subordinates and governing their behavior in a given situation.
- Leadership includes directing, motivating and persuading people to contribute towards the organizational objective achievement.
- Therefore, leadership is the process in which the executive directs, guides and motivates the subordinates for a particular situation.



- Good leadership can affect the overall efficiency of the organization because a good leader always keeps his employees/subordinates motivated and filled with zeal.

Types of leadership

There are the following types of leadership

1. Democratic leadership
2. Autocratic leadership
3. laissez faire leadership
4. Transformational leadership
5. Transactional leadership
6. Charismatic leadership
7. Bureaucratic leadership
8. Strategic leadership

Democratic leadership

In this type of leadership the decision is made after the input of all the employees.

- Although the final call is given by the executive still everyone has the equal share to the decision.

- It is an efficient technique of leadership & this creates a sense of unity.



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2. Autocratic Leadership

- This leadership style is the inverse of the democratic leadership.
- In this leadership the decision is made without the input or consideration or consultation of the employees.
- Ex. changing the working conditions of the employees randomly.
- This leadership stinks.

3. Strategic Leadership

- In this leadership the leader sits at the intersection point of the main organisational operations & the opportunities.
- The leader here accepts the burden of being the leader & does not want to change the working conditions of the employees.
- This leadership helps to deal with all kinds of employees.

4. Laissez faire Leadership

- This leadership style sets the employees free to perform the tasks according to them.



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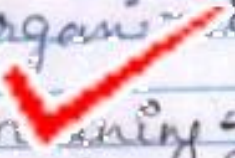
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Do Not Write anything in this Portion

- The complete independence is given to the employees & the executive pays attention to the overall development of the organization.

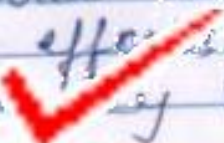
- *laissez faire*  - let them
- *faire* meaning - free.

5. Transformational Leadership

- In this leadership style the leader always pushes the employees to perform better and get out of their comfort zone.

- Even if the employees finish their task efficiently within a given deadline still the manager provokes them to perform more tasks.

6. Transactional Leadership

- In this leadership style the proper reward and feedback is given for the efforts & the achievements  of the employees.

- Proper discharge of the remuneration of reward to the employees is done.



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7. Bureaucratic Leadership

- Unlike autocratic leadership, your input in bureaucratic leadership is taken but if it is not in compliance with the organizational policies & procedures then it will be ignored without any consideration.

Functions of a leader.

1. Maintain a motivating environment:

- The leader must never let its subordinates feel lack of motivation or dissatisfaction.
- He must always motivate to perform better.

2. Proper Communication

- The leader must explain what is expected out of the employees in a proper way.
- He must get the input of employees to understand the problems faced by them & also try to solve them.
- All this can be done with the help of a properly established communication system.



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3. Co-ordination ✓

- The leader must coordinate and gather all the efforts performed by its subordinates.
- Sequential coordination of the efforts & activities shall be done for effective results.

Characteristics of Good Leader

1. Educationally sound.
 2. Mental Resilience.
 3. Mental firmness.
 4. Good communicating skills.
 5. Good understanding and retentive skills.
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