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BCA-205

B.C.A. (Second Year) EXAMINATION, 2018

Paper V

(Business Organization and Management)

Time allowed : Three Hours

Maximum Marks : 100

Part A (खण्ड 'अ') [Marks : 20]

Answer all questions (50 words each).

All questions carry equal marks.

सभी प्रश्न अनिवार्य हैं । प्रत्येक प्रश्न का उत्तर 50 शब्दों से अधिक हो । सभी प्रश्नों के अंक समान हैं ।

Part B (खण्ड 'ब') [Marks : 50]

Answer five questions (250 words each),  
selecting one question from each Unit.

All questions carry equal marks.

प्रत्येक इकाई से एक प्रश्न चुनते हुए कुल पाँच प्रश्न कीजिए । प्रत्येक प्रश्न का उत्तर 250 शब्दों से अधिक न हो । सभी प्रश्नों के अंक समान हैं ।

Part C (खण्ड 'स') [Marks : 30]

Answer any two questions (300 words each).

All questions carry equal marks.

कोई दो प्रश्न कीजिए । प्रत्येक प्रश्न का उत्तर 300 शब्दों से अधिक न हो । सभी प्रश्नों के अंक समान हैं ।

P.T.O.

## **Part A**

### **Unit - I**

1. Define Business Environment.
2. What are the basic functions of management ?

### **Unit - II**

3. What is the purpose of Organization Behaviour ?
4. Define Conflict Management.

### **Unit - III**

5. Define Leadership.
6. Differentiate between Theory X and Theory Y.

### **Unit - IV**

7. What is Working Capital ?
8. What is Marketing Research ?

### **Unit - V**

9. What is case study ?
10. What is the role of HR in Management ?

## Part B

### Unit - I

11. What is the difference between Henry Fayol's Principles and Taylor's Scientific Management ?
12. What is Business Environment ? How Business acts as a system ? Explain.

### Unit - II

13. What are the challenges and opportunities for Organisation Behaviour ?
14. What are the strategies and policies of conflict management ?

### Unit - III

15. Write in brief about :
  - (1) Manpower Planning
  - (2) Job Analysis and Design
16. What is the requirement of Compensation Management ? Explain with the help of an example.

#### Unit - IV

17. What is the nature and scope of Sales and Promotion in management ?
18. Explain in brief about Invoice and Quotations.

#### Unit - V

19. Write is the relevance of Case Study in management. Give an example.
20. Write in brief about IT and BPO Industry.

#### Part C

21. What are the basic functions of Management ? Explain each with an example.
22. Explain the decision making process and models.
23. What are the various theories of motivation ? Explain.
24. Write short notes on :
  - (1) VAT
  - (2) Product Life cycle
  - (3) Service Tax
25. What is the utility of HR sector in an organization ? Explain.