

**2008-PUNJAB TECHNICAL UNIVERSITY**  
**B.E INFORMATION TECHNOLOGY**  
**MANAGEMENT PRINCIPLES**

TIME-3HOUR  
MARKS-70

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First question is compulsory.  
Answer any FOUR from the remaining questions.  
All questions carry equal marks.

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1. (a) Is management a science or art? Explain.
- (b) Distinguish between Leader Vs Manager.
- (c) Explain decentralization.
- (d) Explain principles of effective communication.
- (e) What is social responsibility? Explain.
2. Explain various steps involved in planning.
3. What is decision making? Explain different types of decisions.
4. Explain line and staff authority.
5. Explain various functions of coordination.
6. (a) Explain functions of leader.
- (b) Explain leadership style in Indian organizations.
7. (a) Explain formal communication.
- (b) Explain Maslow's hierarchical theory of motivation.
8. (a) Explain the steps in a control process.
- (b) Explain the social responsibilities of business towards workers.