

Bachelor in Information Technology (BIT)

Term-End Examination

December, 2006

CSI-21 : COMPUTER MANAGEMENT

Time : 3 Hours

Maximum Marks : 75

Note : *There are **two** sections in this paper. Section A is **compulsory**. Attempt any **three** questions from section B.*

SECTION A

1. State whether the following statements are true or false. 10
- (i) The first step in the strategic management process is analyzing the external environment.
 - (ii) Organizational design is the organization's formal framework by which job tasks are divided, grouped and coordinated.
 - (iii) When decisions tend to be made at lower levels in an organization, the organization is said to be decentralized.
 - (iv) Job descriptions focus on the job, and job specifications focus on the person.
 - (v) The selection process is the process of screening job applicants to ensure that the most appropriate candidates are hired.
 - (vi) A selection device is valid if it measures the same thing consistently.
 - (vii) Motivation is an internal state that makes certain outcomes appear attractive.
 - (viii) The search to achieve the right individual – job fit begins with selection.
 - (ix) Performance evaluation can be used for general human resource decisions and to identify training and development needs.
 - (x) When a manager is evaluated on cost per unit of production in his or her department, the evaluation criterion being used is behaviours.
2. (a) Suppose you are a manager of an IT organisation. What techniques of budgetary control would you apply in your organisation? Give reasons for your answer. 7
- (b) What is the importance of strategic planning? Explain two major components of strategic planning. 7
- (c) What are the different structures of organisations? Explain any one of them in detail, with an example. 6

SECTION B

3. (a) Explain the concept of motivation. Is motivation necessary for a manager ? Give reasons for your answer. 8
- (b) Explain what the goal setting theory of motivation is and how it functions. 7
4. (a) What are the various methods of job analysis ? Explain this giving examples. 10
- (b) Briefly discuss how job analysis can help in proper human resource functioning in an organisation. 5
5. What is the importance of performance evaluation in an organisation ? Explain the 360 degree feedback approach of performance evaluation, including its components. 15
6. (a) Explain the various types of tests available in a selection process. 5
- (b) Explain in detail the process of recruitment. Why is recruitment important for an organisation ? 10