

Bachelor in Information Technology (BIT)

Term-End Examination

June, 2007

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) Strategic management does not occur in the public sector due to its dependence on tax dollars.
 - (ii) Performance-based compensation is probably most compatible with expectancy theory.
 - (iii) The three key elements in the definition of motivation are effort, organizational goals, and needs.
 - (iv) Job descriptions and specifications are created from information gathered in interviews with job applicants.
 - (v) The classical view of unity of command suggests that subordinates should have only one superior to whom they report.
 - (vi) When decisions tend to be made at lower levels in an organization, the organization is said to be decentralized.
 - (vii) Decentralization describes the degree to which decision making is concentrated at a single point in the organization.
 - (viii) Recruitment is the process of locating, identifying, and attracting capable applicants.
 - (ix) Job descriptions and specifications are created from information gathered in interviews with job applicants.
 - (x) Employees will alter their job behaviour to reflect the criteria that management uses to evaluate their performance.

2. (a) What kind of organisational structure would you recommend for a newly started IT organisation, and why ? Explain this giving a hypothetical example. 7
- (b) Explain the concept of budget control. Why should an IT graduate study about budget control ? 7
- (c) What is 'strategy' ? Is it necessary for an organisation to have a strategy ? Give reasons for your answer. 6

SECTION B

Answer any **three** questions from this section.

3. What is 'budget' ? Explain, in detail, the various steps involved in the process of preparing a budget in an organisation. 15
4. (a) Explain the various types of interviews, giving suitable examples. 10
- (b) What is a personality test ? What are the various types of personality tests ? 5
5. Explain any four appraisal techniques, giving their pros and cons. 15
6. (a) What are the various ways available to remove biases in the appraisal system ? 5
- (b) What is the Motivation-Hygiene theory ? How is it different from Maslow's theory ? 10