

D 32461

(Pages : 2)

Name.....

Reg. No.....

FIRST SEMESTER B.Com. DEGREE EXAMINATION, JANUARY 2013

(CCSS)

BC 1B 01—MANAGEMENT CONCEPTS AND BUSINESS ETHICS

(2010 Admissions)

Time : Three Hours

Maximum : 30 Weightage

Part A

This part consists of three bunches of questions carrying equal weightage.

Each bunch has four questions.

*Answer **all** twelve questions.*

A. Fill in the blanks :

- 1 _____ level of managers are policy makers.
- 2 The principles of scientific management was written by _____
- 3 _____ is the first step in the process of organising.
- 4 Involvement of a workman with work is termed as _____

B. Choose the correct answer from the brackets :

5 Among the four alternatives, one does not attribute to the quality required for a good leader :

- | | |
|----------------------|--------------------------|
| (a) Intelligence. | (b) Communicative skill. |
| (c) Self confidence. | (d) Prejudiced. |

6 Staffing is the function of :

- | | |
|-----------------------------|------------------------------|
| (a) Top level management. | (b) Middle level management. |
| (c) Lower level management. | (d) All levels. |

7 Span of control refers to :

- | |
|---|
| (a) Delegating the authority. |
| (b) Centralisation. |
| (c) Number of persons to be supervised. |
| (d) Control of work. |

8 The issue of rightness and wrongness :

- | | |
|--------------|-------------|
| (a) Values. | (b) Ethics. |
| (c) Culture. | (d) Ethos. |

C. Answer in one word :

- 9 Wide distribution of authority throughout the organisation is called.
- 10 Which approach to leadership was based on the "greatman" hypothesis ?

Turn over

- 11 Who introduced management process school ?
 12 Who introduced the Need Hierarchy theory of motivation ?

(12 x 1 = 12 weightage)

Part B

*Answer **all** nine questions in **1 or 2** sentences each.
 Each question carries a weightage of 1.*

- 13 Define Management.
 14 What is manpower planning ?
 15 What is Unity of Command ?
 16 Why management is accepted as a profession ?
 17 What is Esprit de Corps ?
 18 "Planning reduces uncertainties". How ?
 19 What is vertical co-ordination ?
 20 Define Leadership.
 21 Define Culture.

(9 x 1 = 9 weightage)

Part C

*Answer any **five** questions.
 Answer shall not exceed **one** page each.
 Each question carries a weightage of 2.*

- 22 Examine the importance of study of business ethics.
 23 What are the reasons for poor work ethos ?
 24 Explain features of organisational culture.
 25 What are the causes of line-staff conflict ?
 26 Explain the advantages of decentralisation.
 27 Examine the need for co-ordination.
 28 Explain the principles of effective delegation.

(5 x 2 = 10 weightage)

Part D

*Answer any **two** questions.
 Each question carries a weightage of 4.*

- 29 Explain the principles of management developed by Henry Fayol.
 30 What is line organisation ? What are its limitations ? How does the line and staff structure remove these limitations ?
 31 What had been the Indian Heritage in production and consumption as regards work ethos ?

(2 x 4 = 8 weightage)