

23. Differentiate between formal and informal organization.
24. What are the advantages of delegation?
25. Explain two factor theory of motivation
26. Explain the barriers of effective communication
27. Explain the ethics to be followed while advertising products.
28. What are the Principles of corporate governance ?

(6 × 4 = 24 marks)

Part IV (Long Essays)

*Answer any **two** questions.*

Each question carries 15 marks.

29. Explain different leadership styles with its comparative merits and demerits.
30. Explain the arguments for and against social responsibility.
31. Explain the principles and techniques of co-ordination.

(2 × 15 = 30 marks)

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(Pages : 3)

Name.....

Reg. No.....

**FIRST SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2022**

B.Com.

BCM 1B 01—BUSINESS MANAGEMENT

(2017 and 2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A*Answer all questions.**Each question carries 1 mark.*

Fill in the blanks :

1. _____ reduces the burden of executives.
2. The act of stimulating someone to take a desired course of action is known as _____.
3. The social system thought was professed by _____.
4. When more salary is given, it is _____ incentive.
5. _____ means telling people what to do and see that they do it in the possible manner.

Choose the correct answer :

6. Scientific management is developed by :

- | | |
|------------------|--------------------|
| (a) Henry Fayol. | (b) Peter Drucker. |
| (c) F W Taylor. | (d) Philip Kotler. |

7. Chain of command means :

- | | |
|---------------|---------------------------------|
| (a) An order. | (b) Plan of who report to whom. |
| (c) Decree. | (d) Directive. |

8. Total quality management should be :

- | | |
|------------------------|------------------------|
| (a) Product oriented. | (b) Customer oriented. |
| (c) Industry oriented. | (d) All of the above. |

Turn over

9. Which function is regarded as the essence of management ?
- (a) Co-ordinating. (b) Planning.
(c) Staffing. (d) Directing.
10. How many principles of management were given by Henry Fayol ?
- (a) 12. (b) 13.
(c) 22. (d) 14.

(10 × 1 = 10 marks)

Part B (Short Answer Questions)

*Answer any **eight** questions.
Each question carries 2 marks.*

11. Describe business ethics.
12. Describe the limitations of control.
13. What is vertical co-ordination ?
14. What is management by participation ?
15. What do you mean by delegation ?
16. Explain planning premises.
17. What do you mean by organisation manual ?
18. What is span of management ?
19. What do you mean by quality circle ?
20. What do you mean by grapevine ?

(8 × 2 = 16 marks)

Part C

*Answer any **six** questions.
Each question carries 4 marks.*

21. Explain the process of MBO
22. What are the elements of communication ?
23. Explain the nature of control.

24. Briefly explain the steps involved in planning process.
25. Explain the assumptions of Theory Y.
26. Describe the arguments against business ethics.
27. What are the methods of departmentation ?
28. What are the features of co-ordination ?

(6 × 4 = 24 marks)

Part D

*Answer any **two** questions.*

Each question carries 15 marks.

29. What do you mean by communication ? Explain the process and barriers of communication.
30. What is social responsibility of management ? Explain arguments for and against social responsibility.
31. Discuss the social responsibility of business towards different sections of society.

(2 × 15 = 30 marks)

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(Pages : 3)

Name.....

Reg. No.....

**FIRST SEMESTER (CUCBCSS-UG) DEGREE EXAMINATION
NOVEMBER 2021**

B.Com.

BCM 1B 01—BUSINESS MANAGEMENT

(2017—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A*Answer all questions.**Each question carries 1 mark.*

Fill in the blanks :

1. _____ means right to give orders and power to extract obedience.
2. Father of modern theory of management is _____.
3. _____ refers to the unbroken line of authority that exists from top executive to the lowest one.
4. Delegation grants _____ to subordinates.
5. Staff officers are to _____ the line officers.

Choose the correct answer :

6. Social audit is a study and evaluation of organisation's :

(a) Profit.	(b) Contribution to social cause.
(c) Social response.	(d) All of the above.
7. Planning is the :

(a) First function of management.	(b) Comes after organisation.
(c) Is like any other function.	(d) All these.
8. In functional organisation, work is divided :

(a) According to importance.	(b) According to nature.
(c) According to time.	(d) According to different functions.

Turn over

9. Delegation of authority is an element of :
- (a) Staffing. (b) Directing.
(c) Controlling. (d) Organising.
10. Maslow's theory of motivation consists of :
- (a) Four stages. (b) Six stages.
(c) Five stages. (d) Three stages.

(10 × 1 = 10 marks)

Part B

*Answer any **eight** questions.
Each question carries 2 marks.*

11. What is departmentation ?
12. What are levels of management ?
13. What are the components of planning ?
14. What is centralisation of authority ?
15. What is span of control ?
16. Explain oral communication.
17. What is delegation of authority ?
18. List out the benefits of line and staff organisation.
19. Define total quality management.
20. What do you mean by business ethics ?

(8 × 2 = 16 marks)

Part C

*Answer any **six** questions.
Each question carries 4 marks.*

21. Why planning is essential in a business ?
22. Explain MBE.
23. What are the factors affecting span of control.
24. Explain the major assumptions of theory X and Y of motivation.

25. Describe levels of management.
26. What are the factors influencing business ethics ?
27. Explain the control techniques.
28. Planning is meaningless without control and control is aimless without planning. Discuss.

(6 × 4 = 24 marks)

Part D

*Answer any two questions.
Each question carries 15 marks.*

29. What are the different types of plans ?
30. State the objectives and importance of management.
31. What is MBO ? Explain the process of MBO.

(2 × 15 = 30 marks)

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(Pages : 3)

Name

Reg. No.

Acc. No.



**FIRST SEMESTER B.Com./B.B.A. DEGREE EXAMINATION
NOVEMBER 2020**

(CUCBCSS)

B.Com.

BCM 1B 01—BUSINESS MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A

Answer all questions.

Each question carries 1 mark.

Fill in the blanks :

1. 'B' in POSDCORB is _____.
2. _____ is the work assigned to a position or function.
3. Number of people one can supervise directly is called _____.
4. Management process school of approach to management was developed by _____.
5. In line organisation, authority flows from _____.

Choose the correct answer :

6. The term Gang Boss is used in :
 - (a) Line organisation.
 - (b) Functional organisation.
 - (c) Line and staff organisation.
 - (d) Project organisation.
7. A procedure is a guide to :
 - (a) Taking action.
 - (b) Thinking.
 - (c) Implementing decision.
 - (d) All these.
8. Ethics are related to :
 - (a) Code of conduct.
 - (b) Value system.
 - (c) Inter personal relations.
 - (d) All of the above.

Turn over

9. Who is known as the father of scientific management ?

- (a) Henry Fayol. (b) F. W. Taylor.
(c) Elton Mayo. (d) Rensis Likert.

10. Centralisation involves :

- (a) Delegation of authority. (b) Dispersal of power.
(c) Division of work. (d) Concentration of power.

(10 × 1 = 10 marks)

Part B

Answer any eight questions.

Each question carries 2 marks.

11. Describe universality of management.
12. What is written communication ?
13. Who is a Laissez-Faire leader ?
14. What is predictive control ?
15. What are the components of planning ?
16. What is centralisation of authority ?
17. What do you mean by kaizen ?
18. What is time study ?
19. What is whistle blowing ?
20. Define MBO.

(8 × 2 = 16 marks)

Part C

Answer any six questions.

Each question carries 4 marks.

21. What do you mean by unity of command ? How it differs from unity of direction ?
22. Explain MBE.
23. What are the principles of business ethics ?
24. "Management is what a manager does." Explain briefly.

25. Explain TQM.
26. What are the elements of communication ?
27. Explain project organization.
28. Explain the techniques of co-ordination.

(6 × 4 = 24 marks)

Part D

Answer any two questions.

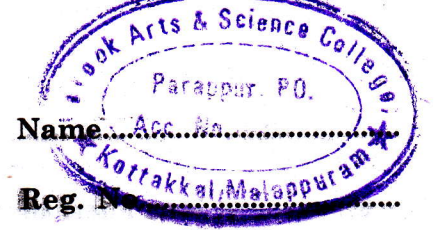
Each question carries 15 marks.

29. What do you mean by corporate social responsibility ? Give the arguments for and against social responsibility.
30. Explain the contributions of Henry Fayol to the development of management.
31. Explain different styles of leadership.

(2 × 15 = 30 marks)

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(Pages : 3)



FIRST SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

(CUCBCSS—UG)

Core Course

BCM 1B 01—BUSINESS MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A

*Answer all the questions.
Each question carries 1 mark.*

Fill in the blanks :

1. Two Factor Theory is also known as _____.
2. PERT stands for _____.
3. _____ mean of a code of conduct.
4. Ethics is _____ science.
5. _____ is the process by which the receiver interprets the symbols used by the source of message by converting them into concepts and ideas.

Choose the Correct answer :

6. According to _____ principle, each group of activities with the same objective must have one head and one plan.
 - (a) Unity of direction.
 - (b) Unity of command.
 - (c) Decentralisation.
 - (d) None.
7. The book "Practice of Management" was written by _____.
 - (a) C. K. Prahalad.
 - (b) Peter F Drucker.
 - (c) Henry Fayol.
 - (d) F. W. Taylor.
8. _____ is a sequence of activities to be undertaken for implementing the policies and achieving the objectives of an enterprise.
 - (a) Procedures.
 - (b) Programme.
 - (c) Rule.
 - (d) Plans.

Turn over

9. _____ is an internally recognised Quality Management System.
- (a) ISO 9001. (b) ISO 14001.
(c) ISO 2014. (d) None of these.
10. The sub-function of direction _____.
- (a) Supervision. (b) Planning.
(c) Motivation. (d) Recruitment.

(10 × 1 = 10 marks)

Part B

*Answer any eight questions.
Each question carries 2 marks.*

11. What is MBM ?
12. What is motion study ?
13. What is scalar chain ?
14. What is line and staff organisation ?
15. What are non-financial incentives ?
16. Write any *two* qualities of a leader.
17. What is horizontal communication ?
18. Define business ethics.
19. What is Kaizen ?
20. What is Quality Circle ?

(8 × 2 = 16 marks)

Part C

*Answer any six questions.
Each question carries 4 marks.*

21. Explain the contribution of Mary Parker Follet.
22. What is decision-making ? Explain briefly the steps required to take an appropriate decision.
23. Differentiate between decentralization and delegation "the informal organisation needs to be strong enough to supportive, but not strong enough to dominate". Discuss.

24. Explain briefly the styles of leadership.
25. Define Control. What are the main features of control ?
26. Explain the barriers of communication.
27. What are the situations in which advertisement is considered as unethical ?
28. What are the causes of stress at work ?

(6 × 4 = 24 marks)

Part D

*Answer any two questions.
Each question carries 15 marks.*

29. Explain the importance of management. Discuss the concept "management as profession".
30. Explain the meaning and importance of Motivation, explain briefly the important theories of motivation.
31. What is business ethics ? Explain the objectives and scope of business ethics.

(2 × 15 = 30 marks)

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(Pages : 2)

Name.....

Reg. No.....

FIRST SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2017

(CUCBCSS—UG)

Core Course

BCM 1B 01—BUSINESS MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A

*Answer all the questions.
Each question carries 1 mark.*

Fill in the blanks :

1. The management principle which says that authority and responsibility flows _____.
2. Two Factor Theory is also known as _____.
3. CPM stands for _____.
4. Where was the TQM emerged _____.
5. The content of the communication is called _____.

Choose the correct answer :

6. The author of the famous Book " general and Industrial Management " is :
(a) Henry Fayol. (b) F. W. Taylor.
(c) Henry Gantt. (d) Chester Barnard.
7. Operational guides to action is known _____.
(a) Policies. (b) Procedures.
(c) Plan. (d) None of these.
8. _____ is the process of selecting one best alternatives from different alternatives.
(a) Planning. (b) Organising.
(c) Decision-making. (d) Forecasting.
9. _____ leadership is also referred as fatherly leadership.
(a) Autocratic. (b) Participative.
(c) Free rein. (d) Paternalistic.
10. CPM Method of control was developed by :
(a) Due de meemoues Co. (b) De pont Co.
(c) Gast Niksons Chart. (d) None of these.

(10 × 1 = 10 marks)

Turn over

Part B

*Answer any eight questions.
Each question carries 2 marks.*

11. What is MBO ?
12. What are incentives ?
13. What is PERT ?
14. What is PDCA cycle ?
15. What is TPM ?
16. What is Espirit de corps ?
17. What is logistics ?
18. What is fish bone diagram ?
19. Define business ecosystem.
20. What is grapevine communication ?

(8 × 2 = 16 marks)

Part C

*Answer any six questions.
Each question carries 4 marks.*

21. Explain briefly merits of scientific management.
22. Explain the 'Hawthorne studies'.
23. Explain MBO and its advantages.
24. Write a note on motivation of employees by management.
25. Distinguish between policy and strategy.
26. What are the differences between line organisation and functional organisation.
27. Explain theory X and theory Y.
28. Explain briefly various leadership styles.

(6 × 4 = 24 marks)

Part D

*Answer any two questions.
Each question carries 15 marks.*

29. What is management ? Explain various schools of management thoughts developed From time to time.
30. What is corporate social responsibility ? Explain the arguments against and in favour of corporate responsibility.
31. Define Leadership. Explain the various leadership theories.

(2 × 15 = 30 marks)