

**FIRST SEMESTER B.Com. DEGREE EXAMINATION
NOVEMBER 2009**

(C.S.S.)

BCI. B 01 – MANAGEMENT CONCEPTS AND BUSINESS ETHICS

(For B.Com. Core Course)

Time : Three Hours

Total Weightage : 30

Objective Type Questions.

Answer all twelve questions.

- I. 1. The following is not included in staffing function :

(a) Job analysis.	(b) Maintaining informal groups.
(c) Manpower planning.	(d) Manpower development.
2. Everything which goes to increase the importance of the subordinates role is _____

(a) Decentralisation.	(b) Centralisation.
(c) Departmentation.	(d) Delegation.
3. The following principle refers to freedom to propose a plan and execute it :

(a) Unity of command.	(b) Initiative.
(c) Unity of direction.	(d) Discipline.
4. Budgeting is a technique of :

(a) Cost determination.	(b) Cost control.
(c) Cost forecasting.	(d) Cost reduction.
5. The process theory of management was developed by :

(a) F.W. Taylor.	(b) Peter F. Drucker.
(c) Henry Fayol.	(d) Elton Mayo.
6. Moral beliefs about right and wrong and the study of this refers to :

(a) Culture.	(b) Value.
(c) Ethics.	(d) Ethos.
7. Division of work leads to _____.
8. A determined course of action is called a _____.
9. The four Ps approach regards management as a _____.
10. _____ is the art of getting things done through the people.
11. _____ cannot be delegated.
12. Who are the elected representatives of shareholders?

(12 × ¼ = 3 weightage)

Turn over

Short Answer Questions.

Answer all nine questions.

- II. 13. Management is a function of four Ps. What stands for four Ps?
 14. Define Co-ordination.
 15. Define Planning.
 16. Expand PERT and CPM.
 17. What is 'Business Ethics'?
 18. What do you mean by Harmony in group action?
 19. For what Ethics Committee stands?
 20. What are the levels of management?
 21. Why the physiological needs of people are shown at the top of the hierarchy?

(9 × 1 = 9 weightage)

Short Essay or Paragraph Questions.

Answer any five questions from seven.

- III. 22. Expand MBO. What are its basic steps?
 23. What are the characteristics of planning?
 24. What are the factors determining span of control?
 25. How does decentralisation help human relations?
 26. Explain the qualities of a leader.
 27. Distinguish between Delegation and Decentralization.
 28. Explain culture and values.

(5 × 2 = 10 weightage)

Essay Questions.

Answer any two questions from three.

- IV. 29. Explain Fayol's principles of management.
 30. What are the causes of conflicts between line and staff? How the conflicts can be resolved?
 31. Define Control. Discuss the nature and process of control.

(2 × 4 = 8 weightage)