

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 ?

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

(12 × ¼ = 3 we

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 × 1 = 9 weig

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 × 2 = 10 weigh

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 ethics ?

(2 × 4 = 8 weighta