

NGM COLLEGE (AUTONOMOUS) POLLACHI

END-OF-SEMESTER EXAMINATIONS: DECEMBER- 2022

B.Com-Business Process Services

MAXIMUM MARKS: 50

I SEMESTER

TIME: 3 HOURS

PART - III

BUSINESS MANAGEMENT

SECTION – A

(10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

(K1)

1. Father of Scientific management is-----
a) Henry Fayol b) F.W. Taylor c) Peter Drucker d) Max weber
2. A good plan should be -----
a) Actionable b) Flexible c) Continuous d) All the above
3. Assigning work to others is called-----
a) Delegation b) Organisation c) Decentralisation d) planning
4. Under Maslow's theory , needs are classified into -----
a) 2 b) 3 c) 4 d) 5
5. Control is-----
a) Positive function b) Corrective device
c) Continuous process d) Looking back

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6. Define Management.
7. What is decision making?
8. What is military organization?
9. Who is a leader?
10. Define informal communication?

SECTION – B

(5 X 3 = 15 MARKS)

ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.

(Qn. No. 11 to 15 Questions for Short Answers with internal choices) (K3)

11. a) Describe the nature of management.

(OR)

- b) Examine the levels of management.

12. a) Assess the characteristics of a good plan?

(OR)

- b) Sketch the major types of decisions making.

(CONTD....2)

13. a) Describe the significance of departmentation?
(OR)
b) Write a short note on span of control.
14. a) Interpret the importance of directing.
(OR)
b) List the features of motivation.
15. a) List out the characteristics of control.
(OR)
b) Enumerate the limitations of communication.

SECTION – C (5 X 5 = 25 MARKS)**ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.****(Qn. No. 16 to 20 Questions for Long Answers with internal choices) (K4 (Or) K5)**

16. a) Determine the functions of management.
(OR)
b) Discuss the Fayol's principles of management.
17. a) Point out various steps involved in planning.
(OR)
b) Analyze the guidelines for effective decision making
18. a) Discuss the principles of organization.
(OR)
b) Examine the need for departmentation.
19. a) Determine the Maslow's need theory of motivation.
(OR)
b) Enumerate the Qualities of a good leader.
20. a) Discuss the various techniques of control?
(OR)
b) Point out the different types of communication.