QP CODE: Z20101323

Z20101323

Reg No : .....

Name : .....

B.COM DEGREE (CBCS) EXAMINATION, NOVEMBER 2020

Second Semester

Core Course - CO2CRT21 - BUSINESS MANAGEMENT

(2019 ADMISSION ONLY - REGULAR/PRIVATE)

(Common for B.Com Model II Computer Applications,B.Com Model II Finance & Taxation,B.Com Model II Marketing ,B.Com Model II Travel & Tourism,B.Com Model III Office Management & Secretarial Practice ,B.Com Model III Taxation,B.Com Model III Computer Applications,B.Com Model III Travel & Tourism,B.Com Model I Computer Applications,B.Com Model I Co-operation,B.Com Model I Marketing,B.Com Model I Finance & Taxation,B.Com Model I Travel & Tourism ,B.Com Model II Logistics Management)

2019 ADMISSION ONLY

D9F6A031

Time: 3 Hours Max. Marks : 80

Instructions for private candidates only: This question paper contains two sections. Answer **SECTION I** Questions in the answer book provided. **SECTION II** Internal Examination questions must be answered in the question paper itself. Follow the detailed instructions given under **SECTION II.**

Part A

Answer any **ten** questions.

Each question carries **2** marks.

1. What is universality of management?
2. What is controlling?
3. What do you mean by self appraisal?
4. Give an example of vertical coordination.
5. What is span of management?
6. State the term functional organisation.
7. Write a short note on training and development.
8. What is the role of communication in direction?
9. Explain system 4 leadership style of Likert.

10. Define Quality Circle.

11. What are the steps in the PDSA Cycle?

12. What does DMAIC stands for in Six Sigma?

(10×2=20)

Part B

Answer any **six** questions.

Each question carries **5** marks.

13. Distinguish unity of command and unity of direction.

14. State the nature of planning.

15. State how policies are fomulated in genral.

16. Analyse the merits and demerits of functional departmentation.

17. Centralisation and decentralisation are the oppositends of an organisation structure. Comment.

18. "Leadership is understanding the problems of subordinates".Comment

19. What are the benefits of a good control system?

20. What are responsibility centres?

21. How does BPR empower people?

(6×5=30)

Part C

Answer any **two** questions.

Each question carries **15** marks.

22. Explain Mintzberg's classification of managerial roles.

23. Do you agree with the view that MBO is a pan-asia for organisational il?.Explain.

24. Explain the advantages & disadvantages of Organisation Mauual.

25. Explain the theories of motivation.

(2×15=30)