

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2019– 2020)

SUBJECT CODE: 19CO/MC/OS13

B.COM.(C.S) DEGREE EXAMINATION NOVEMBER 2019
CORPORATE SECRETARYSHIP
FIRST SEMESTER

COURSE : MAJOR – CORE
PAPER : ORGANISATION STRUCTURE AND MANAGEMENT
TIME : 3 HOURS **MAX. MARKS: 100**

SECTION – A

ANSWER ALL QUESTIONS: (10 x 2 = 20)

1. Define the term Centralisation.
2. What is Departmentation?
3. What do you understand by the term Espirit De Corps.
4. Define the term Planning.
5. Write a note on Motivation.
6. Define the term Leadership.
7. What is Coordination?
8. Expand the term PERT.
9. State the importance of TQM.
10. Define the term Change.

SECTION – B

ANSWER ANY FIVE QUESTIONS: (5 x 8 = 40)

11. Enumerate the advantages of Decentralisation.
12. Highlight the importance of planning in an organization.
13. What are the qualities required for a successful leader?
14. Enumerate the importance of control system.
15. Explain the concept of TQM.
16. Explain the various types of communication.
17. Explain the advantages of MBO.

SECTION – C

ANSWER ANY TWO QUESTIONS: (2 x 20 = 40)

18. Discuss the importance of organization structure.
19. Explain the various principles of modern management.
20. Highlight the barriers to effective communication and the methods to overcome it.
21. Explain the various steps in the process of control system.
