

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

SUBJECT CODE: 19CO/MC/OS13

B.COM.(C.S) DEGREE EXAMINATION NOVEMBER 2022
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. What is organisational structure?
2. State the two components of neo-classical theory.
3. Write a note on Departmentation.
4. What is MBO?
5. State the meaning of the term span of control.
6. What do you mean by Direction?
7. Identify the meaning of the term Co-ordination.
8. What are the two popular techniques of network analysis?
9. Write a short note on knowledge management.
10. Define leadership.

SECTION – B

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

11. Discuss the contribution of Peter Drucker to management.
12. Describe the process of control.
13. What are the main features of Scientific Management?
14. Briefly explain Abraham Maslow's Theory of Motivation.
15. What are the elements of communication process?
16. Why training is needed for employees?
17. Explain the process involved in change management.

SECTION – C

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

18. Explain the types of Departmentation along with its advantages and limitations.
19. Elucidate the universal principles of management advocated by Henry Fayol.
20. Explain the external sources of recruitment.
21. Emphasise the importance of organisation.
