

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 86**  
(For candidates admitted from the academic year 2023 – 2024 and thereafter)

**B.COM. (C.S.) DEGREE EXAMINATION - NOVEMBER 2024**  
**CORPORATE SECRETARYSHIP**  
**FIRST SEMESTER**

**COURSE** : MAJOR CORE  
**PAPER** : ORGANISATION STRUCTURE & MANAGEMENT  
**SUBJECT CODE** : 23CO/MC/OS13  
**TIME** : 3 HOURS **MAX. MARKS: 100**

<b>SECTION A</b>				
<b>Q. No.</b>	<b>ANSWER ALL THE QUESTIONS:</b>	<b>(5 x 2 = 10)</b>	<b>CO</b>	<b>KL</b>
1.	Define planning.		1	1
2.	What do you mean by organization structure?		1	1
3.	Write a note on TQM.		1	1
4.	List out the elements of the communication process.		1	1
5.	State the characteristics of coordination.		1	1
<b>SECTION B</b>				
<b>Q. No.</b>	<b>ANSWER ANY FOUR QUESTIONS:</b>	<b>(4 x 5 = 20)</b>	<b>CO</b>	<b>KL</b>
6.	Discuss the contribution of Hawthorne's experiments to the development of management.		2	2
7.	Enumerate the features of the good communication system.		2	2
8.	Explain the functions of staffing.		2	2
9.	Discuss the Process of Change Management.		2	2
10.	Explain the need for Co-ordination.		2	2
11.	Discuss the characteristics of departmentation.		2	2
<b>SECTION C</b>				
<b>Q. No.</b>	<b>ANSWER ALL THE QUESTIONS:</b>	<b>(4 x 10 = 40)</b>	<b>CO</b>	<b>KL</b>
12. (a)	Describe the Maslow's theory of motivation.		3	3
	(or)			
(b)	Explain the steps involved in the planning process.		3	3
13. (a)	Discuss the sources of recruitment.		3	3
	(or)			
(b)	Describe the types of organization structure .		3	3
14. (a)	Discuss the various types of training employees.		4	4
	(or)			
(b)	Explain the need for Co-ordination.		4	4
15. (a)	Analyse the importance of knowledge management.		4	4
	(or)			
(b)	Discuss the control process and types of control.		4	4
<b>SECTION D</b>				
<b>Q. No.</b>	<b>ANSWER ANY TWO QUESTIONS:</b>	<b>(2 x 15 = 30)</b>	<b>CO</b>	<b>KL</b>
16.	Design a selection process for recruitment of production manager for a textile unit .		5	5
17.	Elucidate Henri Fayol's contribution to management thought.		5	5
18.	Discuss the various bases of departmentation in a business enterprises.		5	5

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