

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2008 – 2009)

SUBJECT CODE : **CM/MC/BM14**

B.Com. DEGREE EXAMINATION NOVEMBER 2008
COMMERCE
FIRST SEMESTER

COURSE : **MAJOR – CORE**
PAPER : **BUSINESS MANAGEMENT**
TIME : **3 HOURS**

MAX. MARKS : 100

SECTION – A

ANSWER ALL QUESTIONS: (10 x 3 = 30)

1. Define “Management”.
2. State any three principles of scientific management.
3. What is planning?
4. What do you understand by “policy”?
5. Unfold the meaning of “Division of Labour”.
6. Define “Departmentation”.
7. What is the need for training?
8. Write a note on “Motivation”.
9. Explain the following concepts:
a) Encoding b) feedback.
10. What is meant by “control”?

SECTION – C

ANSWER ANY FIVE QUESTIONS: (5 x 6 = 30)

11. Write a brief note on the contributions made by Henry Fayol to the field of management thought.
12. List out and explain the obstacles to effective planning.
13. Compare and contrast between the line authority and staff authority.
14. Enlist and explain the internal and external sources of recruitment.

15. Identify clearly the barriers to effective communication.
16. Bring out the advantages of decentralisation.
17. What are the steps involved in the control process? Explain.

SECTION – C

ANSWER ANY TWO QUESTIONS:

(2 x 20 = 40)

18. Discuss in detail the meaning, steps involved in the process of MBO and the advantages of MBO.
19. Explain in detail the types of departmentation.
20. Enumerate and critically examine the Maslow's theory of motivation.
21. Write a detailed note on the following:
 - a) Characteristics of an ideal control system.
 - b) Qualities of a good leader.

