

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**  
**(For candidates admitted during the academic year 2016 – 2017 and thereafter)**

**SUBJECT CODE: 16CM/MC/PM14**

**B.B.A DEGREE EXAMINATION NOVEMBER 2017**  
**BUSINESS ADMINISTRATION**  
**FIRST SEMESTER**

**COURSE : MAJOR – CORE**  
**PAPER : PRINCIPLES OF MANAGEMENT**  
**TIME : 3 HOURS** **MAX. MARKS: 100**

**SECTION – A**

**ANSWER ALL QUESTIONS: (10 x 2 = 20)**

1. Define Social Responsibility
2. Write a note on Nature of a Business System.
3. What is meant by Motivation?
4. Write a note on contingency approach.
5. Define Delegation.
6. Write a note on Span of Control.
7. What is meant by internal source of Recruitment?
8. Write a note on Encoding.
9. What is controlling?
10. How does training help employees in an organization?

**SECTION – B**

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

11. Explain the importance of departmentation.
12. Explain the characteristics of management of Change.
13. Evaluate the contribution of George Elton Mayo's behavioral approach to management thought.
14. Discuss the various steps in the process of Planning.
15. Narrate the characteristics of Organization.
16. Brief the advantages derived out of Departmentation in a firm.
17. Describe the internal sources of recruitment.

**SECTION – C**

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

18. Explain the various steps in the process of Managing Change.
19. Explain about the barriers to communication.
20. Explain the different leadership styles with merits and demerits of each style.
21. Explain the main steps in planning process.

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