

**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034****B.Com. DEGREE EXAMINATION – COMMERCE****FIRST SEMESTER – APRIL 2022****UCO 1502 – BUSINESS MANAGEMENT****(21 BATCH ONLY)**

Date: 17-06-2022

Dept. No. 

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

**SECTION A****Answer ALL the Questions**

<b>1.</b>	<b>Define the following</b>	<b>(5 x 1 = 5)</b>	
a)	Management.	K1	CO1
b)	Planning.	K1	CO1
c)	Leadership.	K1	CO1
d)	Control.	K1	CO1
e)	Total Quality Management.	K1	CO1
<b>2.</b>	<b>Fill in the blanks</b>	<b>(5 x 1 = 5)</b>	
a)	Management is an _____ as well as _____.	K1	CO1
b)	_____ is the primary function of management.	K1	CO1
c)	Democratic leadership is also known as _____ leadership.	K1	CO1
d)	_____ needs refer to the needs for status and respect.	K1	CO1
e)	_____ is the harmonizing or synchronizing of individuals efforts with the purpose of achieving group goals.	K1	CO1
<b>3.</b>	<b>Match the following</b>	<b>(5 x 1 = 5)</b>	
a)	Henry Fayol - Control technique	K2	CO1
b)	F. W. Taylor - Superiors have direct control over subordinates	K2	CO1
c)	Line organization - Principles of Management	K2	CO1
d)	CPM - Hierarchy of human needs	K2	CO1
e)	Maslow theory - Father of Scientific Management	K2	CO1
<b>4.</b>	<b>TRUE or FALSE</b>	<b>(5 x 1 = 5)</b>	

a)	Unity of command means that a manager must issue the same instructions to all his subordinates.	K2	CO1
b)	The Span of management will be the same in all organizations of the same size.	K2	CO1
c)	Organization structure refers to the network of authority-responsibility relationships.	K2	CO1
d)	Budgetary control serves both preventive and corrective roles.	K2	CO1
e)	Under unfreezing state of organizational change, individuals experience a need to learn new behaviors.	K2	CO1

### SECTION B

**Answer any TWO of the following in 100 words (2 x 10 = 20)**

5.	Construct the steps involved in the process of Planning.	K3	CO2
6.	Explain the importance of organization.	K3	CO2
7.	Demonstrate the Maslow's Hierarchy of Needs Theory.	K3	CO2
8.	Write down the need and significance of control.	K3	CO2

### SECTION C

**Answer any TWO of the following in 100 words (2 x 10 = 20)**

9.	Classify the different types of organizational structure.	K4	CO3
10.	Point out the qualities of an effective leader.	K4	CO3
11.	Coordination is the essence of management. Explain.	K4	CO3
12.	Analyze the phases in six sigma.	K4	CO3

### SECTION D

**Answer any ONE of the following in 250 words (1 x 20 = 20)**

13.	Elaborate on the essential elements of the managerial function of directing.	K5	CO4
14.	Summarize the different Crisis Management models.	K5	CO4

### SECTION E

**Answer any ONE of the following in 250 words (1 x 20 = 20)**

15.	Create specific situations for various types of communication.	K6	CO5
16.	Summarize Henry Fayol's Principles of management.	K6	CO5

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