

**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034****M.Com. DEGREE EXAMINATION – COMMERCE****FIRST SEMESTER – NOVEMBER 2022****PCO1MC01 – BUSINESS ENVIRONMENT AND MANAGEMENT CONCEPTS**

Date: 21-11-2022

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 terms</b>	<b>(5 x 1 = 5)</b>	
a)	Six Sigma	K1	C01
b)	Strategic Management	K1	C01
c)	Corporate Social Responsibility	K1	C01
d)	Leadership	K1	C01
e)	Centralisation	K1	C01
<b>2.</b>	<b>Multiple Choice Question</b>	<b>(5 x 1 = 5)</b>	
a)	Globalisation does not involve:- a) Reduction of barrier b) Free flow of goods & services c) Global mechanism for settlement of economic disputes d) Free flow of capital	K2	C01
b)	Which of the following is not an advantage of MBO? a) Success without planning                      b) Employee commitment c) Better appraisal                                      d) Self-control	K2	C01
c)	What steps were taken by the government of India in 1991 to take the country out of economic problems? (a) Privatisation was abolished (b) International trade was restricted (c) Public companies were promoted (d) Economic reforms were introduced	K2	C01
d)	Discipline is required at the following level (a) Superior                                              (b) Middle (c) Subordinate                                          (d) All of these	K2	C01
e)	What is the problem faced in the scalar chain?	K2	C01

- (a) Information gets delayed      (b) Information passed is incorrect  
(c) Information passed is useless   (d) None of these

### SECTION B

**Answer any THREE Questions**

**(3 x 10 = 30)**

- |    |                                                                                   |    |     |
|----|-----------------------------------------------------------------------------------|----|-----|
| 3. | Bring out the merits and demerits of having a line and staff form of organisation | K3 | C02 |
| 4. | Explain the characteristics of decision-making.                                   | K3 | C02 |
| 5. | Bring out the limitations of the plan                                             | K3 | C02 |
| 6. | Explain the qualities required for a good leader                                  | K3 | C02 |
| 7. | Critically examine the merits and demerits of privatisation.                      | K3 | C02 |

### SECTION C

**Answer any TWO Questions**

**(2 x 12.5 = 25)**

- |     |                                                                                            |    |     |
|-----|--------------------------------------------------------------------------------------------|----|-----|
| 8.  | Distinguish formal organisation from the informal organisation                             | K4 | C03 |
| 9.  | “Business Environment is sum or collection of all internal and external factors”. Analyse. | K4 | C03 |
| 10. | Explain the essential elements of planning                                                 | K4 | C03 |
| 11. | How do you explain the term Leadership and Its characteristics?                            | K4 | C03 |

### SECTION D

**Answer any ONE Question**

**(1 x 15 = 15)**

- |     |                                                                                                                                                                                    |    |     |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----|
| 12. | “Globalisation has enabled some large Indian Companies to emerge as Multinational” Explain.                                                                                        | K5 | C04 |
| 13. | “Today, in all aspects of our daily lives and shopping, the Internet has become an unavoidable part of our lives, as it has a versatile impact on our social activities.” Examine. | K5 | C04 |

**SECTION E**

**Answer any ONE Question**

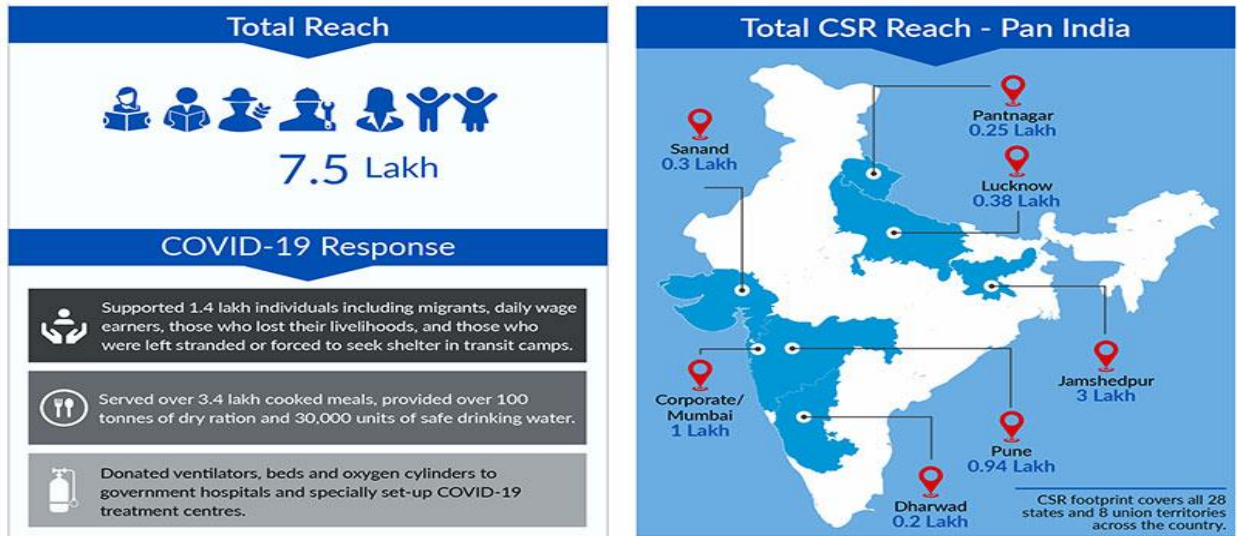
**(1 x 20 = 20)**

14. How do you interpret the concept of CSR from the above data?

K6

C05

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15. Write the ethical issues in marketing practices and stimulate the linkage between ethics and business performance,

K6

C05

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