

D 52673

(Pages : 3)

Name.....

Reg. No.....

FIRST SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

(CUCBCSS—UG)

Core Course

BCM 1B 01—MANAGEMENT CONCEPTS AND BUSINESS ETHICS

(2014 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A

Answer all the questions.

Each question carries 1 mark.

1. The two factor theory of Motivation was developed by _____.
 - (a) A.H. Maslow.
 - (b) Douglas Mc. Gregor.
 - (c) Herzberg.
 - (d) Rensis Likert.
2. Authority flows from :
 - (a) Top to Bottom.
 - (b) Bottom to top.
 - (c) Horizontally.
 - (d) All of these.
3. A superior cannot delegate :
 - (a) Authority.
 - (b) Responsibility.
 - (c) Duty.
 - (d) None of these.
4. _____ Communication is also known as Grape wine.
 - (a) Formal.
 - (b) Informal.
 - (c) Lateral.
 - (d) None of these.
5. _____ are the principles, which govern and guide business people to perform business functions.
 - (a) Business ethics.
 - (b) Code of conduct.
 - (c) All of these.
 - (d) None.

8. Theory X and Theory Y was developed by _____.
9. Management may be called as _____ science.
10. The principles of Scientific Management were more concerned with the problems at the _____ levels.

(10 × 1 = 10 marks)

Part B

*Answer any eight questions.
Each question carries 2 marks.*

11. What is staffing ?
12. What do you mean by the principle 'discipline' in management ?
13. What is strategic plan ?
14. What is centralization ?
15. What is co-ordination ?
16. What do you mean by code of ethics in business ?
17. Define Management.
18. What is MBO ?
19. What is organization culture ?
20. What do you mean by Line Organization ?

(8 × 2 = 16 marks)

Part C

*Answer any six questions.
Each question carries 4 marks.*

21. What is planning ? State the objectives of planning.
22. State the concept of universality of management.
23. What is Theory Y of motivation ?

26. What is functional organization ?
27. Briefly discuss the steps involved in a selection process.
28. Discuss Maslow's Need Hierarchy Theory of Motivation.

(6 × 4 = 24 marks)

Part D

Answer any two questions.

Each question carries 15 marks.

29. What is management ? Discuss the different schools of management thought.
30. What are the different types of organization structure ? Discuss the advantages and disadvantages of Line and Staff organization and Functional organization.
31. What are the qualities required for a successful leader ? Discuss different leadership styles.

(2 × 15 = 30 marks)



FIRST SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2015

.. (CUCBCSS—UG)

Core Course

BCM 1B 01—MANAGEMENT CONCEPTS AND BUSINESS ETHICS

Time : Three Hours

Maximum : 80 Marks

Part A*Answer all questions.**Eac question carries 1 mark.*

1. _____ principle states that an employee should receive orders from one superior only.

(a) Unity of direction.	(b) Unity of command.
(c) Esprit de corps .	(d) None.
2. _____ developed the “Need Hierarchy Theory” to explain human behaviour within an organization.

(a) A.H.Maslow.	(b) Douglas Mc. Gregor.
(c) Herzberg.	(d) Rensis Likert.
3. _____ organisation arises voluntarily or due to social interaction of people.

(a) Formal.	(b) Informal.
(c) Line organization.	(d) All of these.
4. KRA in MBO stands for _____.

(a) Kerala Rural Academy.	(b) Key Result Areas.
(c) Key Resources Availability.	(d) None of these.
5. The word ‘Ethics’ is derived from Greek word _____.

(a) Ethios.	(b) Ethikos.
(c) Ethoes.	(d) None of these.
6. The term ‘value’ is derived from the French word _____.
7. Father of Modern Management theory is _____.
8. _____ Leadership gives complete freedom to subordinates.

Part B

*Answer any eight questions.
Each question carries 2 marks.*

11. What do you mean by 'Free-rein Leadership' ?
12. What do you mean by Span of control ?
13. What do you mean by need for Affiliation ?
14. What is Theory X of motivation ?
15. Differentiate delegation and 'Decentralization'.
16. What do you mean by business ethics ?
17. What is meant by 'values' ?
18. Define performance management.
19. What do you mean by ethics committee in an organization ?
20. What is formal organization ?

(8 × 2 = 16 marks)

Part C

*Answer any six questions.
Each question carries 4 marks.*

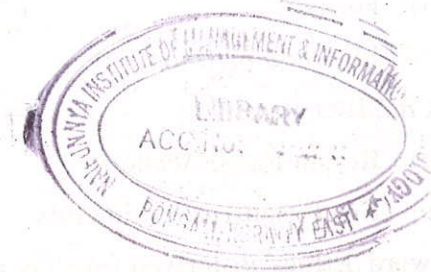
21. What is scientific management ?
22. What are the factors responsible for poor work culture in the organization ?
23. Explain MBO and its advantage.
24. Is management an art ? Explain why ?
25. Write any two theories of motivation.
26. What do you mean by controlling ?
27. Discuss the role of organization culture in ethics.
28. Explain the different leadership styles.

(6 × 4 = 24 marks)

Part D

*Answer any two questions.
Each question carries 15 marks.*

29. What do you mean by Recruitment ? State the merits and demerits of external and internal sources



supply

C 43502

(Pages 3)

Name.....

Reg. No.....

FIRST SEMESTER B.B.A. DEGREE EXAMINATION, JULY 2013

(CCSS)

Commerce

BBI B01—MANAGEMENT CONCEPTS AND BUSINESS ETHICS

Time: Three Hours

Maximum : 30 Weightage

Part A

Answer all twelve questions.

I. Choose the most appropriate answer :

- 1 _____ is the process of designing and maintaining an environment in which individuals/working together in groups, accomplish their aims effectively and efficiently.

(a) Communication.	(b) Co-ordination.
(c) Management.	(d) Motivation.
- 2 Planning and _____ are the Siamese twins of management.

(a) Communicating.	(b) Controlling.
(c) Motivating.	(d) Motivating.
- 3 The _____ identifies the basic function or task of an enterprise.

(a) Vision.	(b) Mission.
(c) Policy.	(d) Planning.
- 4 The highest need in Maslow's need hierarchy theory is _____.

(a) Need for self-actualisation.	(b) Physiological needs.
(c) Esteem needs.	(d) Safety needs.

II. Fill up the blanks :

- 5 _____ is considered as the father of social system school of management thought.
- 6 The process by which a manager guides and influences the work of his subordinates is called _____.
- 7 _____ refers to the vertical placement of superior starting from the chief executive at the top through the middle level to the supervisory level at the bottom.
- 8 _____ of control refers to the ideal number of subordinates that can be controlled or supervised by one executive effectively.

Turn over

III. Match the following :—

- | | |
|--|-----------------------------|
| 9 Filling positions in the organisation structure | (a) Ethics. |
| 10 Theory X and Theory Y | (b) Organisational culture. |
| 11 Conforms to what a group or society as a whole considers right behavior | (c) Douglas McGregor |
| 12 Science of morals | (d) Staffing. |

(12 × ¼ = 3 weightage)

Part B

*Answer all **nine** questions in one or two sentences each.
Each question carries a weightage of 1.*

- 13 Define scientific management.
- 14 Define Motion Study.
- 15 What do you mean by Management by Objectives ?
- 16 Define Staffing.
- 17 Define Manpower Planning.
- 18 Define Leadership.
- 19 What do you mean by decentralisation ?
- 20 What do you mean by Span of Control ?
- 21 Write a short note on values of Business Ethics.

(9 × 1 = 9 weightage)

Part C

*Answer any **five** questions.
Answer not to exceed **two paragraphs** each.
Each question carries a weightage of 2.*

- 22 Bring out the important characteristics of Planning.
- 23 Discuss the essential characteristics of organisation.
- 24 Define Recruitment. What are the basic steps involved in recruitment ?
- 25 Explain the steps involved in the process of delegation of authority.
- 26 What do you mean by decentralisation ? What are the factors determining the degree of decentralisation ?

- 27 Explain the theory of motivation advocated by Abraham Maslow.
- 28 Briefly explain the importance of culture in organisations.

(5 × 2 = 10 weightage)

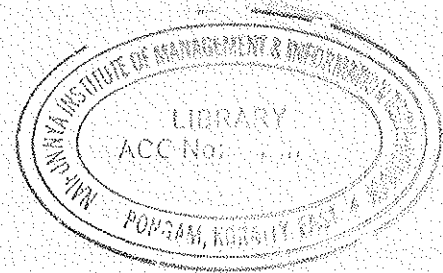
Part D

Answer any two.

Each question carries a weightage of 4.

- 29 Define Motivation. Enumerate and explain the non-financial methods of motivation.
- 30 Define Leadership. Explain different styles of leadership.
- 31 What do you understand by Line and Staff organisation ? What are its important characteristics ?

(2 × 4 = 8 weightage)



D 52674

(Pages : 3)

Name.....

Reg. No.....

FIRST SEMESTER B.Com./~~B.B.A.~~ DEGREE EXAMINATION, NOVEMBER 2018

(CUCBCSS—UG)

Core Course

BCM 1B 01—BUSINESS MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A

*Answer all the questions.
Each question carries 1 mark.*

Fill in the blanks :

1. Two Factor Theory is also known as _____.
2. PERT stands for _____.
3. _____ mean of a code of conduct.
4. Ethics is _____ science.
5. _____ is the process by which the receiver interprets the symbols used by the source of message by converting them into concepts and ideas.

Choose the Correct answer :

6. According to _____ principle, each group of activities with the same objective must have one head and one plan.
 - (a) Unity of direction.
 - (b) Unity of command.
 - (c) Decentralisation.
 - (d) None.
7. The book "Practice of Management" was written by _____.
 - (a) C. K. Prahlad.
 - (b) Peter F Drucker.
 - (c) Henry Fayol.
 - (d) F. W. Taylor.

9. _____ is an internally recognised Quality Management System.

- (a) ISO 9001. (b) ISO 14001.
(c) ISO 2014. (d) None of these.

10. The sub-function of direction _____.

- (a) Supervision. (b) Planning.
(c) Motivation. (d) Recruitment.

(10 × 1 = 10 marks)

Part B

*Answer any eight questions.
Each question carries 2 marks.*

11. What is MBM ?
12. What is motion study ?
13. What is scalar chain ?
14. What is line and staff organisation ?
15. What are non-financial incentives ?
16. Write any two qualities of a leader.
17. What is horizontal communication ?
18. Define business ethics.
19. What is Kaizen ?
20. What is Quality Circle ?

(8 × 2 = 16 marks)

Part C

*Answer any six questions.
Each question carries 4 marks.*

21. Explain the contribution of Mary Parker Follet.

24. Explain briefly the styles of leadership.
25. Define Control. What are the main features of control ?
26. Explain the barriers of communication.
27. What are the situations in which advertisement is considered as unethical ?
28. What are the causes of stress at work ?

(6 × 4 = 24 marks)

Part D

*Answer any two questions.
Each question carries 15 marks.*

29. Explain the importance of management. Discuss the concept "management as profession".
30. Explain the meaning and importance of Motivation, explain briefly the important theories of motivation.
31. What is business ethics ? Explain the objectives and scope of business ethics.

(2 × 15 = 30 marks)



D 74336

(Pages : 2)

Name.....

Reg. No.....

FIRST SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2014

(CUCBCSS-UG)

Core Course

BC IB 01—MANAGEMENT CONCEPTS AND BUSINESS ETHICS

Time : Three Hours

Maximum : 80 Marks

Part A

Answer all the questions.

Each question carries 1 mark.

1. Authority and responsibility are _____ to each other.
 - (a) Supplementary.
 - (b) Complementary.
 - (c) Contradictory.
 - (d) None.
2. Theory X and Theory Y was developed by _____.
 - (a) A.H.Maslow.
 - (b) Douglas Mc Gregor.
 - (c) Herzberg.
 - (d) Rensis Likert.
3. _____ is an example of internal source of recruitment.
 - (a) Advertisement.
 - (b) Trade unions.
 - (c) Employment exchange.
 - (d) Promotion.
4. _____ is highly suitable for large organizations having large number of managerial personnel at different levels.
 - (a) Centralization.
 - (b) Decentralization.
 - (c) Departmentalization.
 - (d) All of these.
5. MBO stands for ?
 - (a) Management of Business Objectives.
 - (b) Management by Objectives.
 - (c) Managing Business Operations.
 - (d) None of these.
6. _____ is acknowledged as "the father of scientific management".

Part B

Answer any **eight** questions.
Each question carries 2 marks.

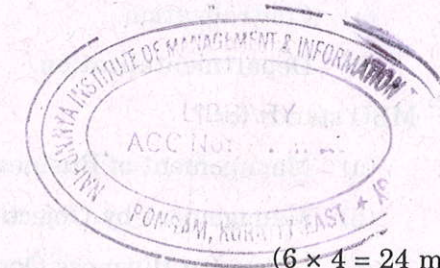
11. What is management ?
12. What is work culture ?
13. Define Motivation.
14. What is scalar chain ?
15. Expand the word 'POSDCORB'.
16. Define Controlling.
17. What is Business Ethics ?
18. Define Staffing.
19. What is meant by 'hygiene factors' ?
20. What is 'Esprit de Corps' ?

(8 × 2 = 16 marks)

Part C

Answer any **six** questions.
Each question carries 4 marks.

21. Distinguish between manager and leader.
22. What are the advantages of planning ?
23. 'Value' based management is a good recipe for long-term success of a corporate'. Discuss.
24. What are the steps involved in control process ?
25. What is line and staff organization ?
26. What are the merits of internal source of recruitment ?
27. 'Management is a science and an art'. Discuss.
28. What are the qualities required for a successful leader ?



(6 × 4 = 24 marks)

Part D

Answer any **two** questions.
Each question carries 15 marks.

FIRST SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2016

(CUCBCSS—UG)

Core Course

BCM 1B 01—MANAGEMENT CONCEPTS AND BUSINESS ETHICS

Time : Three Hours

Maximum : 80 Marks

Part A

*Answer all questions.
Each question carries 1 mark.*

(A) Choose the correct answer :

1. Span of control means that :
 - (a) An organisation consists of various departments.
 - (b) Each person's authority is clearly defined.
 - (c) Every subordinate has one superior.
 - (d) A manager can supervise only a limited number of subordinates.
2. M.B.O is a technique which requires that objectives of the enterprise :
 - (a) Be written and defined in broad terms.
 - (b) Lay down the time period for achieving the results.
 - (c) Induce a plan of action for achieving the desired results.
 - (d) Be defined in terms of measurable results.
3. Effective managerial performance is dependent on all but the manager's :
 - (a) Degree of motivation.
 - (b) Work environment.
 - (c) Size of staff.
 - (d) Competence.
4. Planning and policy making are essentially functions of :
 - (a) Top management.
 - (b) Middle management.
 - (c) Operating management.
 - (d) Entire staff.
5. Which of the following is a barrier to co-ordination :
 - (a) Dual subordination.
 - (b) Both (a) and (b).
 - (c) Lack of co-operation.
 - (d) Efficient use of resources.

Turn over

(B) Fill in the blanks :

- 6 Theory of 'X' and Theory of 'Y' of motivation was propounded by _____.
- 7 Basis of controlling is _____.
- 8 _____ is considered as father of general management.
- 9 _____ is the heart of management process.
- 10 Departmental planning is done by _____ level management.

(10 × 1 = 10 marks)

Part B (Short Answer Questions)

*Answer any eight questions.
Each question carries 2 marks.*

- 11 What is Organisational structure ?
- 12 What is Strategy ?
- 13 What is meant by a derivative plan ?
- 14 What is Recruitment ?
- 15 Define Co-ordination.
- 16 Why management is regarded as an ongoing activity ?
- 17 What do you mean by Placement ?
- 18 Differentiate between management and administration ?
- 19 What is Esteem need ?
- 20 What is meant by Human Resource Planning ?

(8 × 2 = 16 marks)

Part C (Short Essay Questions)

- 26 Explain the steps in selection.
- 27 State the determinants of organisational culture.
- 28 Describe the importance of organising.

(6 × 4 = 24 marks)

Part D (Essay Questions)

*Answer any two questions.
Each question carries 15 marks.*

- 29 What is management ? What are its needs and importance ? List out the principles of management.
- 30 What is meant by business ethics ? State the factors affecting it. Also explain its benefits.
- 31 Define planning. Explain the principles of planning.

(2 × 15 = 30 marks)



Supply

C 43501-A

(Pages 2)

Name.....

Reg. No.....

FIRST SEMESTER B.Com. DEGREE EXAMINATION, JULY 2013

(CCSS)

BC 1B 01—MANAGEMENT CONCEPTS AND BUSINESS ETHICS

Time : Three Hours

Maximum : 30 Weightage

This Part consists of three bunches of questions carrying equal weightage of ¼.

Part A

Answer all twelve questions.

I. Choose the most Appropriate answer :

1 Which of the following is not an element in "directing" ?

(a) Supervision.

(b) Leadership.

(c) Organising.

(d) Motivation.

2 In which of the leadership styles the leaders strictly adhere to the organizational rules and policies ?

(a) Autocratic.

(b) Democratic.

(c) Laissez Faire.

(d) Bureaucratic.

II. Fill in the blanks :

3 _____ is the management expert who proposed MBO.

4 _____ and _____ are the two factors in Herzberg's 2-factor theory of motivation.

III. State true or false :

5 In delegation there is transfer of responsibility and authority.

6 Elton Mayo belongs to the Human Behaviour School of Neo classical era.

IV. Match the following :—

7 Hawthorne effect

(a) Motivates.

8 Business Ethics

(b) Elton Mayo.

9 Corporate Planning

(c) Hygeine Factor.

10 Transformational Leader

(d) Top Management.

(e) Corporate Social Responsibility.

V. Answer, in one word :

11 Who is hailed as the founder of classical management ?

12 Authority and responsibility is transferred to the lower level in which kind of planning ?

(12 × ¼ = 3 weightage)

Turn over

Part B

Short Answer Type Questions.
Answer all nine questions.

- 13 What is meant by staffing ?
- 14 What do you understand by unity of command ?
- 15 Name the steps in group formation.
- 16 What do you mean by corporate social responsibility ?
- 17 What is operational planning ?
- 18 Explain departmentation ?
- 19 What is parity of authority and responsibility ?
- 20 What is valence in motivation ?
- 21 Define organisational culture.

(9 × 1 = 9 weightage)

Part C

Short Essay or Paragraph Questions.
Answer any five from seven.

- 22 Explain divisional organisational structure.
- 23 Discuss any *two* leadership theories.
- 24 Differentiate transformational and transactional leadership.
- 25 Explain the functional areas of management.
- 26 Explain the controlling techniques.
- 27 Explain some of the ethical issues in management.
- 28 Explain corporate governance with an example.

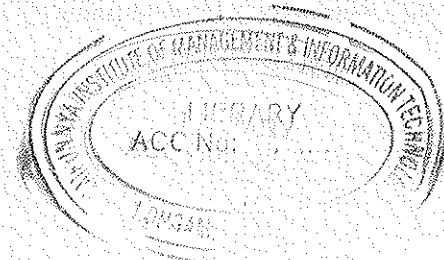
(5 × 2 = 10 weightage)

Part D

Essay questions.
Answer any two questions.

- 29 Explain any *three* organizational structure with diagrams.
- 30 Discuss the contribution of F.W. Taylor and Henry Fayol.
- 31 What is Maslow Pyramid. Compare it with ERG Model and Vroom Theory.

(2 × 4 = 8 weightage)



D'9482

(Pages : 2)

Name.....

Reg. No.....

FIRST SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2010

(CCSS)

Core Course

BCI B01—MANAGEMENT CONCEPTS AND BUSINESS ETHICS

Time : Three Hours

Maximum : 30 Weightage

I. Objective type questions. Answer all *twelve* questions :

1 This principle requires that an employee shall receive orders from one superior only :

- | | |
|-------------------------|-----------------------|
| (a) Unity of direction. | (b) Unity of command. |
| (c) Scalar chain. | (d) Order. |

2 Everything which goes to decrease the importance of subordinate's role is :

- | | |
|---------------------|-----------------------|
| (a) Centralisation. | (b) Decentralisation. |
| (c) Delegation. | (d) Departmentation. |

3 Examples of variable premises :

- | | |
|---------------|---------------------------------|
| (a) Man. | (b) Money. |
| (c) Machines. | (d) Union-Management relations. |

4 The following is not included in staffing function :

- | | |
|---------------------------|----------------------------------|
| (a) Job analysis. | (b) Manpower planning. |
| (c) Manpower development. | (d) Maintaining informal groups. |

5 MBO is recognised as a way of :

- | |
|---|
| (a) Building team work. |
| (b) Control by Top level Management. |
| (c) Hierarchical relationship of employees. |
| (d) Maintaining informal efficiency. |

6 Moral beliefs about what is right and wrong is ———.

- | | |
|--------------|------------|
| (a) Culture. | (b) Value. |
|--------------|------------|

11 Who introduced differential piece rate system of wage payment ?

12 Expand PERT and CPM.

(12 × ¼ = 3 weightage)

II. Short answer type questions. Answer *all* nine questions :

13 Define Co-ordination.

14 Define Management.

15 What do you mean by work ethos ?

16 What is span of control ?

17 What do you mean by cost control ?

18 Define Morale.

19 What do you mean by delegation ?

20 Differentiate culture and values.

21 Who is an effective manager ?

(9 × 1 = 9 weightage)

III. Short essay or paragraph questions. Answer *five* questions from seven :

22 Explain Management as a profession.

23 What is Ethics Committee ?

24 Write short note on Indian heritage in production and consumption.

25 Distinguish between Management and Leadership.

26 Explain the Manager's responsibilities as controller.

27 Explain the steps in planning.

28 Explain the benefits of decentralisation.

(5 × 2 = 10 weightage)

IV. Essay questions. Answer *two* questions from three :

29 Explain Fayol's principles of management.

30 Distinguish between Recruitment and Selection. What are the main sources of recruitment ? Explain.

31 Give a brief account of the evaluation of management thought from the early pioneers to the modern times.

(2 × 4 = 8 weightage)