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(Pages : 2)

Reg. No. 252129.....

Name Shilpa Jose...

M.Com. DEGREE EXAMINATION, JUNE 2011

First Semester

Faculty of Commerce

Paper II—BUSINESS MANAGEMENT

(For First Semester Private candidates only)

Time : Three Hours

Maximum : 75 Marks

Section A

Answer all questions.

Each question carries 2 marks.

Each answer not to exceed half a page.

1. State the features of management as a process.
2. What is MBO ?
3. Define and describe strategy.
4. What are programmed decisions ?
5. Mention the steps in delegation.
6. Bring out the main elements of direction.
7. What is TQM ?
8. Distinguish between Authority and Power.
9. What is Espirit decorps ?
10. Explain span of management.

(10 × 2 = 20 marks)

Section B

Answer any five questions.

Each question carries 5 marks.

Each answer not to exceed one page.

11. Bring out the arguments against the universality of management principles.
12. "Forecasts are key aids to planning in many ways." Discuss.
13. Define "organisation chart" and explain why it is not permanent in nature.
14. How far do you agree with the view that principles of management are dynamic and influenced by the needs of a given situation ?
15. What do you mean by decision-making under certainty ?
16. Briefly mention the technique of bringing about effective co-ordination in enterprises.
17. "Delegation is a process, decentralisation is the result." Explain.
18. What are the essentials of a good control system ?

(5 × 5 = 25 marks)

Turn over

Section C

Answer any one question.
The question carries 10 marks.
Answer not to exceed three pages.

19. Explain the relationship between the management functions and management levels in an organisation.
20. Discuss the importance of co-ordination. Point out how co-ordination increases the efficiency of organisation.

(1 × 10 = 10 marks)

Section D

Answer any one question.
The question carries 20 marks.
Answer not to exceed five pages.

21. Discuss the essential elements of good planning. Are there any limitations of planning? If so, how can they be overcome?
22. Explain the various steps in the process of decision-making. Which one is most important and why?

(1 × 20 = 20 marks)