

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BCom(CS) DEGREE EXAMINATION DECEMBER 2018
(First Semester)**

Branch - **CORPORATE SECRETARYSHIP**

PRINCIPLES OF MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (TO Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10 x 1 = 10)

- 1 : Identify the father of scientific management.

(i) F.W.Taylor	(ii) Henry Fayol
(iii) H.L.Gantt	(iv) Robert Owen
- 2 Which management is otherwise known as Functional Management?

(i) Top level	(ii) Middle level
(iii) Lower level	(iv) Intermediate level
- 3 : Which involves division of work?

(i) Planning	(ii) Organising
(iii) Direction	(iv) Control
- 4 Which promotes central leadership?

(i) Centralisation	(ii) Decentralisation
(iii) Delegation	(iv) Planning
- 5 : Which is an inner state that activates a person to reach the goals?

(i) Motivation	(ii) Direction
(iii) Authority	(iv) Strategies
- 6 Identify the leadership which is used in military organization.

(i) Laissez-faire	(ii) Autocratic
(iii) Democratic	(iv) Situational
- 7 . Which type of co-ordination is achieved amongst middle and lower level managers?

(i) Vertical	(ii) Horizontal
(iii) Lateral	(iv) Committees
- 8 What is the function of line managers?

(i) Objectives	(ii) Planning
(iii) Controlling	(iv) Situational
- 9 Who coined six sigma?

(i) Bill Smith	(ii) Fayol
(iii) Gantt	(iv) Henry
- 10 What is the comparison of business performance and best practices?

(i) Benchmarking	(ii) Co-ordinating
(iii) Objectives	(iv) Direction

SECTION - B (35 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 7 = 35)

- 11 a Explain the various functions of management.

OR

- b Outline the evolution and essentials of management.

Bring out the steps in the process of planning and decision making.

OR

Classify the methods in Planning.

Describe the qualities of a good leader.

OR

State the theory of Maslow's hierarchy of needs.

Explain the principles of co-ordination.

OR

Bring out the requirements of good control system.

Show the role of six sigma in management.

OR

Outline the concept of crisis management and benchmarking.

SECTION - C (30 Marks!

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

Identify the best management practices in the world's most admired companies.

Summarise the theories of delegation of organization structure.

Categorize the styles of leadership.

Discuss the steps in the process of control.

Trace the importance of Total Quality Management and Risk Management.

Z-Z-Z

END