

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

PGDBM DEGREE EXAMINATION DECEMBER 2023  
(First Semester)

Branch - PG DIPLOMA IN BUSINESS MANAGEMENT

**MANAGEMENT PROCESS**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions  
ALL questions carry EQUAL marks (10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	..... is a systematized body of knowledge acquired by mankind through observation and experimentation and which is capable of verification a) Art    b) Science c) Profession    d) All the above	K1	CO1
	2	.....has undertaken Hawthorne experiments to find out the effect of better physical conditions on employee's output. a) Maslow    b) Elton Mayo c) Weber    d) Gregor	K2	CO1
2	3	Analysis of Internal Environment is also called as..... Audit a) Royal    b) Rapid c) Resource    d) Reactive	K1	CO2
	4	MBO is a..... whereby superior and subordinate managers of an organization jointly identify its common goals and define the result expected out of that a) Project    b) Progress c) People    d) Process	K2	CO2
3	5	Decentralization refers..... a) Delegation    b) Planning c) Empowerment    d) Span of Control	K1	CO3
	6	.....means that the subordinate is answerable to his immediate senior. a) Adjustability    b) Answerability c) Accountability    d) Availability	K2	CO3
4	7	Psychometric test is used to analyze a) Achievement    b) Interest c) Judgment    d) Mental	K1	CO4
	8	Staffing is concerned with providing and maintaining ..... resources a) Physical    b) Technical c) Human    d) Financial	K2	CO4
5	9	A budget is what type of control a) Standard    b) Process c) Division    d) Financial	K1	CO5
	10	What is the abbreviation of PERT a) Project Evaluation Review Technique b) Program Evaluation Review Technique c) Program Enhancement Review Technique d) Project Enhancement Review Technique	K2	CO5

Cont...

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Interpret the Social responsibilities of managers.	K2	CO1
	(OR)			
	11.b.	Explain Management in the global environment.		
2	12.a.	Identify the barriers to effective planning.	K3	CO2
	(OR)			
	12.b.	Construct the strategies of decision-making.		
3	13.a.	Classify the types of organization.	K4	CO3
	(OR)			
	13.b.	Inference on managing diverse employees.		
4	14.a.	Explain understanding Teams.	K5	CO4
	(OR)			
	14.b.	Defend motivating groups.		
5	15.a.	Illustrate management 5.0.	K3	CO5
	(OR)			
	15.b.	Organize the steps in controlling process.		

**SECTION -C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Assess the evolution of management thoughts.	K5	CO1
2	17	Determine the factors influencing the decision-making process.	K4	CO2
3	18	Evaluate the directing techniques.	K5	CO3
4	19	Analyze Maslow's and Herzberg theory.	K3	CO4
5	20	Discuss the latest techniques in controlling.	K4	CO5

Z-Z-Z      END