

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

PGDBM DEGREE EXAMINATION MAY 2025  
(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	Which of the following do management include? (i) Planning (ii) Organising (iii) Directing (iv) All the above	K1	CO1
	2	Show the father of Administrative management. (i) F.W.Taylor (ii) Henry Fayol (iii) Gilbreth (iv) Max Webber	K2	CO1
2	3	Which of the following represent deciding in advance what should be done? (i) Planning (ii) Organizing (iii) Directing (iv) Controlling	K1	CO2
	4	Show decisions which are related to day-to-day operations of a business. (i) Programmed (ii) Non-Programmed (iii) Contingent (iv) Creative	K2	CO2
3	5	Name the form of organisation where in hierarchy of authority flows from upward to downward. (i) Formal organization (ii) Informal organisation (iii) Strategic organisation (iv) Customer organisation	K1	CO3
	6	Show the technique which denote the number of staff members that report to a single supervisor. (i) Span of supervision (ii) Span of work (iii) Span of control (iv) Span of planning	K2	CO3
4	7	Relate the kind of leadership style that centralizes decision making. (i) Democratic leadership (ii) Autocratic leadership (iii) Free rein leadership (iv) Situational Leadership	K1	CO4
	8	Relate the set of forces that energize, direct and sustain behaviour. (i) Flexibility (ii) Performance (iii) Motivation (iv) Expectancy	K2	CO4
5	9	“Comparing the organisations performance against industry best practices” – Rephrase with the suitable concept. (i) Six Sigma (ii) SOPs (iii) Bench Marking (iv) Auditing	K1	CO5
	10	Show the type of innovation which helps in reducing cost and increasing productivity. (i) Process innovation (ii) Product innovation (iii) Business model innovation (iv) Service innovation	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.	Illustrate the skills required for managers.	K2	CO1
	(OR)			
	11.b.	Identify the social responsibilities of a manager.		
2	12.a.	Identify the process of planning.	K3	CO2
	(OR)			
	12.b.	Organize the factors influencing decision making process.		
3	13.a.	Select the principles of organizing.	K3	CO3
	(OR)			
	13.b.	Organize the techniques of directing.		
4	14.a.	Compare and contrast various styles of leadership and their features.	K4	CO4
	(OR)			
	14.b.	Categorize different types of motivation.		
5	15.a.	Compile the process of controlling.	K6	CO5
	(OR)			
	15.b.	Modify the role of a leader and team in managing innovation with specific reference to any three relevant sustainable development goals.		

**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	Interpret the administrative principles of Henry Fayol.	K2	CO1
2	17	Organize the steps in rational decision -making process.	K3	CO2
3	18	Identify various forms of departmentation. Create relevant hierarchical structure for each of the form.	K3	CO3
4	19	Analyze the contemporary practices in application of theories of motivation.	K4	CO4
5	20	Construct the techniques of controlling.	K6	CO5

Z-Z-Z

END