

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2019
(First Semester)

Branch - COMMERCE (BUSINESS PROCESS SERVICES)

PRINCIPLES OF MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10x1 = 10)

- 1 The ultimate responsibility of accomplishment of the organization objectives belongs to _____.
(i) Organization (ii) Management
(iii) Controlling (iv) Planning
- 2 "Management is what a _____ does". Said Louis Allen.
(i) Chief executor (ii) Labor
(iii) Controller (iv) Manager
- 3 Planning means _____.
(i) Decision making
(ii) Implenfentation
(iii) Deciding in advance what to do Public Company
(iv) Order
- 4 Decision making setup, which consists of organization goals, predicting alternatives and communicating goals is called _____.
(i) Organization (ii) Alteration
(iii) Planning (iv) Valuing
- 5 Organisation establishes relationship between
(i) People, Work and Resources (ii) Customer, Work and Resources
(iii) People, Work and Management (iv) Customer, Work and Management
- 6 Responsibility always flows from _____.
(i) Superior to Subordinate (ii) Subordinate to Superior
(iii) Both (i) and (ii) (iv) None of the above
- 7 A leader should be a good _____.
(i) Listener (ii) Motivator
(iii) Thinker (iv) Guider
- 8 When the candidate is put to hardship during interview, it is called
(i) patterned interview (ii) in-depth interview
(iii) stress interview (iv) preliminary interview
- 9 A situation when groups and individuals work together for achieving a particular goal can be classified as
(i) motivation (ii) goal congruence
(iii) effort (iv) autonomy
- 10 Technical skills are most important for which of the following:
(i) first line managers (ii) middle managers
(iii) vice president-Production (iv) top managers

Cont...

SECTION - B (35 Marks)

Answer **ALL** Questions

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

- 11 a Explain the importance of management.
OR
b Outline the skills required for a manager.
- 12 a Explain the factors involved in planning.
OR
b Bring out the characteristics of MBO.
- 13 a State the nature of organization.
OR
b What are the barriers to delegation of authority?
- 14 a State the elements of staffing process.
OR
b Bring out the qualities of a good leader.
- 15 a Explain the need for co-ordination.
OR
b Describe about effective control system.

SECTION - C (30 Marks)

Answer any **THREE** Questions

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

- 16 “Management is a Science or an Art” - Justify.
- 17 Outline the process of planning.
- 18 Enumerate the principles of organization.
- 19 Describe about Maslow needs theory of motivation.
- 20 Highlight the importance of controlling process.

Z-Z-Z

END