

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**BCom (CS) DEGREE EXAMINATION DECEMBER 2019
(First Semester)**

Branch - **CORPORATE SECRETARYSHIP**

CORPORATE ADMINISTRATION

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10x2 = 20)

- 1 Define the term management.
- 2 What are the types of management?
- 3 Name the elements of planning.
- 4 How is authority delegated?
- 5 What do you know about direction?
- 6 What is V room expectancy theory?
- 7 What are the basic leadership styles?
- 8 Name the methods of seeing coordination.
- 9 Why do people resist change?
- 10 What is crisis management?

SECTION - B (25 Marks!)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5x5 = 25)

- 11 a Enumerate the role and importance of management in the present society.
OR
b Summarize the Fayol's principles of management.
- 12 a Write a note on classical organization theory.
OR
b Explain various steps involved in decision making.
- 13 a Evaluate the functions of a leader.
OR
b Describe Me Gregori Theory of X and Y.
- 14 a Explain the nature and characteristics of coordination.
OR
b Enumerate the four important elements of control process.
- 15 a "Change is easy to devise but difficult to implement and nearby impossible to sustain". Comment.
OR
b Outline the underlying principles of TQM.

SECTION - C (30 Marks)

Answer any **THREE** Questions

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

- 16 Describe the best management practices in the world's most admired companies.
- 17 Describe the steps in a planning process.
- 18 Evaluate the theories of leadership and its significance.
- 19 Describe the various methods on techniques adopted to have a good coordination.
- 20 Explain the role of senior level management in TQM implementation.