

**21U150S**

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Name: .....

Reg. No: .....

**FIRST SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, NOVEMBER 2021**

(CUCBCSS-UG)

(Supplementary/Improvement)

**CC16U BC1 B01 / CC16U BB1 B01 - MANAGEMENT CONCEPTS AND BUSINESS ETHICS**

(Core Course)

(B.Com. 2016 Admission / B.B.A. - 2016 to 2018 Admissions)

Time: Three Hours

Maximum: 80 Marks

**Part A**

Answer *all* questions. Each question carries 1 mark.

1. Who is called father of scientific management?  
a. F.W Taylor      b. Henry Fayol      c. Hawthorne      d. None of the above
2. There are ..... levels of Management  
a. Five      b. Six      c. Three      d. Four
3. Decentralisation is .....  
a. Compulsory      b. Optional      c. None of these
4. A superior cannot delegate .....  
a. Authority      b. Responsibility      c. Duty      d. None of these
5. .... is the right to initiate, command and issue orders  
a. Responsibility      b. Organising      c. Delegation      d. Authority
6. .... leadership creates complete freedom to subordinates.
7. .... developed MBO
8. Need Hierarchy theory was developed by .....
9. Western model is based on .....
10. .... means control and direction of the subordinate's activities.

**(10 × 1 = 10 Marks)**

**Part B**

Answer any *eight* questions. Each question carries 2 marks.

11. What is Scalar chain?
12. Write any two principles of Fayol.
13. Define Planning.
14. What is Centralisation?
15. What is job analysis?
16. Define Motivation.

17. What is theory 'X'?
18. What is team building?
19. Define Leadership.
20. What do you mean by 'Ethics'?

**(8 × 2 = 16 Marks)**

**Part C**

Answer any *six* questions. Each question carries 4 marks.

21. What are the characteristics of Values?
22. Explain the importance of Leadership.
23. What are the qualities of a good leader?
24. What are the steps in control process?
25. Distinguish between direction and supervision.
26. What are the merits and demerits of delegation?
27. What are the external sources of recruitment?
28. Explain the nature of organisation?

**(6 × 4 = 24 Marks)**

**Part D**

Answer any *two* questions. Each question carries 15 marks.

29. Explain the principles of delegation.
30. Write notes on:
  - a. Herzberg's theory
  - b. MC Gregor's theory of Motivation
31. Explain the main ethical issues of business? Explain "Ethical Standards" of business.

**(2 × 15 = 30 Marks)**

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