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Name:

Reg. No.....

FIRST SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2017

(Regular/Supplementary/Improvement)

(CUCBCSS-UG)

**CC15U BC1 B01/BB1 B01 & CC16 UBC1 B01/ BB1 C01
MANAGEMENT CONCEPTS AND BUSINESS ETHICS**

(B. Com. & B.B.A - Core Course)

(2015 Admission onwards)

Time: Three Hours

Maximum: 80 Marks

Part A

Answer all questions. Each question carries 1 mark.

Choose the correct answer.

1. is defined as a line of superiors ranging from the ultimate authority to the lowest ranks.
(a) Order (b) Scalar Chain
(c) Espirit de corps (d) Unity of direction
2. is an Australian Management thinker who conducted the Hawthorne studies.
(a) Mary Parker Follet (b) Chester I Bernard
(c) Henry Fayol (d) George Elton Mayo
3. is the function of observing the subordinates at work to see that they are working according to plans and policies of the organization and keeping the time schedule and to help them in solving their work problems.
(a) Direction (b) Supervision
(c) Co ordination (d) Co operation
4. The word 'Ethics' is derived from
(a) Ethikos (b) Ethoes (c) Ethios (d) None of these
5. Two factor theory was developed by
(a) Mc Gregor (b) Herzberg (c) Abraham Maslow (d) Mc Clelland

Fill in the blanks.

6. In form of organization the line of authority flows vertically from the top most executive to lowest subordinate throughout the organization structure.
7. is the process of studying and collecting information relating to the operations and responsibilities of a specific job.
8. ERG theory is developed by
9. type of leadership means giving complete freedom to subordinates.

10. is a group that interacts primarily to share information and to make decisions to help each member to perform within his or her area of responsibility.

(10 x1=10 Marks)

Part B

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

11. What is Espirit de corps?
12. What is 360 degree feedback system?
13. What is Decentralisation?
14. Define Manpower Planning.
15. What is Span of Management?
16. Briefly explain The Laissez Faire leadership.
17. What are the reasons for Team Building?
18. Write a short note on Work Ethos at different levels of management.
19. What is Internship Training?
20. Write a short note on Western Model of Management.

(8 x 2=16 Marks)

Part C

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

21. Explain the features of Scientific Management.
22. Differentiate between Line organization and Line & staff organization.
23. What is Authority? Briefly explain different types of Authority.
24. Write a short note on different sources of Recruitment.
25. Discuss the various activities of a Group Process.
26. Define leadership. Write down the qualities of a good leader.
27. List out the Likert's Characteristics of an effective Work Group.
28. Briefly explain Indian Ethos & Value system and its role in Indian Model of Management.

(6 x 4=24 Marks)

Part D

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

29. Define Motivation. Briefly explain any three theories of Motivation.
30. What is Ethical Management? Briefly explain the structure of Ethics Management.
31. Write an essay on Performance Management and various tools for Performance Management.

(2 x15=30 Marks)
