

D 93702

(Pages : 3)

Name.....

Reg. No.....

FIRST SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, NOVEMBER 2020

(CUCBCSS)

B.Com.

BCM 1B 01—MANAGEMENT CONCEPTS AND BUSINESS ETHICS

(2014 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A

Answer all questions.

Each question carries 1 mark.

A) Choose the correct answer :

- 1 The authority of a manager comes from :
 - (a) Knowledge.
 - (b) Character.
 - (c) Job.
 - (d) Skill.
- 2 In _____ type of organisation, workers receive instructions from various specialists.
 - (a) Line.
 - (b) Divisional.
 - (c) Informal.
 - (d) Functional.
- 3 The needs relate to the awareness of self importance are :
 - (a) Safety.
 - (b) Ego.
 - (c) ~~Social~~.
 - (d) Physiological.
- 4 Basis of controlling is :
 - (a) Efficient use of resources.
 - (b) Organising.
 - (c) Staffing.
 - (d) Directing.
- 5 Personality is :
 - (a) ~~Inherited~~.
 - (b) Learned.
 - (c) Programmed.
 - (d) Formed.

Turn over

B) Fill in the blanks :

- 6 Valence \times _____ = Motivation.
- 7 Plan prepared beyond one year is called _____.
- 8 The motivation which is based on fear or punishment is known as _____.
- 9 Formal groups are defined by _____.
- 10 Rumour is an undesirable feature of _____.

(10 \times 1 = 10 marks)

Part B (Short Answer Questions)

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

- 11 Define work culture.
- 12 What is meant by accountability ?
- 13 What do you mean by gangplank ?
- 14 Differentiate between MBE and MBO.
- 15 Who is a leader manger ?
- 16 What is negative reinforcement ?
- 17 What do you mean by ethical management ?
- 18 What is supervision ?
- 19 What is core competency ?
- 20 What is programmed decision ?

(8 \times 2 = 16 marks)

Part C (Short Essays)

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

- 21 Explain about the functions of leadership.
- 22 Describe the principles of planning.
- 23 State the factors detrimental to work ethos in an organisation.

- 24 Mention the expectancy theory of motivation.
- 25 Give an overall view of tools of performance management system.
- 26 Explain the importance of control.
- 27 Elaborate the steps in staffing process.
- 28 Explain what are the obstacles in planning.

(6 × 4 = 24 marks)

Part D (Long Essays)

Answer any two questions.

Each question carries 15 marks.

- 29 Discuss the principles of sound organisation in detail.
- 30 Describe the theories of motivation.
- 31 Explain the process of holistic approach in decision-making.

(2 × 15 = 30 marks)