### LOYOLA COLLEGE (AUTONOMOUS), CHENNAI - 600 034



## B.Com.DEGREE EXAMINATION - CORPORATE SECRETARYSHIP

#### FIRST SEMESTER - APRIL 2019

## 16/17/18UBC1MC01- BUSINESS MANAGEMENT

Date: 02-04-2019 Dept. No.	Max. : 100 Marks
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Time: 01:00-04:00

#### SECTION- A

## Answer all the questions.

(10X2=20)

- 1. Write a note on Management and Administration.
- 2. State the significance of Management.
- 3. Mention the features of a good plan.
- 4. What is a budget?
- 5. Give the meaning of functional and matrix organization.
- 6. What is the need for training?
- 7. Define performance appraisal.
- 8. Define Job Enrichment.
- 9. List the elements of communication process.
- 10. Write a note on coordination.

#### **SECTION-B**

## Answer any FOUR questions.

(4X10=40)

- 11. List the characteristics of management.
- 12. What are the skills a successful manager must possess?
- 13. Give an account of the importance and types of a sound strategy.
- 14. State the need for Departmentation and give its types.
- 15. Define delegation. What are obstacles of delegation?
- 16. Explain the various external sources of recruitment.
- 17. What are the various styles of leadership?

#### SECTION- C

# Answer any TWO questions:

(2X20=40)

- 18. Discuss the approach of Peter.F.Drucker and Henry Fayol to management.
- 19. Explain the steps involved in the process of decision making.
- 20. Describe the various stages in the selection procedure.
- 21. Give an account of the traditional and modern techniques of control.

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