

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034



M.Com.DEGREE EXAMINATION –COMMERCE

FIRST SEMESTER – APRIL 2018

17PCO1MC03– MODERN MANAGEMENT PRACTICE

Date: 28-04-2018

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

SECTION – A

Answer the following questions

(10x2=20)

- 1) Define Motivation.
- 2) Define the term Management?
- 3) What do you understand by Macro Environment?
- 4) Define Centralisation?
- 5) Define Six Sigma?
- 6) Write a short note on E-Banking.
- 7) Write a short note on Operational Planning
- 8) What is self-managed team?
- 9) Explain the concept of ' Team.'
- 10) Who is an intermediate Consumer?

SECTION – B

Answer any FOUR Questions

(4X10=40)

- 11) Good leadership is an integral part of the effective direction of human resources." Discuss, bringing out precisely the qualities of an active leader.
- 12) Explain the functions of Management
- 13) What are the characteristics of Motivation?
- 14) What are the characteristics of a charismatic leader?
- 15) What is business environment? Explain the external environment influencing the business.
- 16) Explain the causes of Conflicts in a workplace.
- 17) Write the advantages and limitations of the internet in the modern business.

SECTION – C

Answer any TWO questions

(2x20=40)

- 18) Define Leadership. What are the roles and functions of leaders? Explain.
- 19) Explain the advantages and limitations of online shopping
- 20) What are the principles of a sound organisation structure?
- 21) Explain the components of the strategic management process
