



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – COMMERCE

FIRST SEMESTER – APRIL 2023

UCO 1502 – BUSINESS MANAGEMENT

Date: 13-05-2023

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

SECTION A

Answer ALL the Questions

SECTION A			
1. Define the following terms (5 x 1 = 5 Marks)			
a)	TQM	K1	C01
b)	Crisis Management	K1	C01
c)	Motivation	K1	C01
d)	Functional leader	K1	C01
e)	Organisation chart	K1	C01
2. Fill in the blanks (5 x 1 = 5 Marks)			
a)	Managing Director is the position of level of management in a large company	K1	C01
b)is a systematised body of knowledge that explains certain general truths or operation of general laws	K1	C01
c)	Unity of command is related to.....	K1	C01
d)	Gangplank is related to.....	K1	C01
e)means one plan, one boss.	K1	C01
3. Match the following (5 x 1 = 5 Marks)			
	'A'	'B'	
a)	Unity of Command	1. Followers	K2 C01
b)	Fatigue Study	2. One head and one plan	K2 C01
c)	Unity of Direction	3. It aims to cut down on unproductive movements	K2 C01
d)	Leadership	4. Subordinate receives orders and is accountable to only one superior	K2 C01
e)	Method Study	5. One best way of doing a job	K2 C01
4. True or False (5 x 1 = 5 Marks)			
a)	Promotion is an external source of recruitment.	K2	C01
b)	Development is the process of increasing knowledge and skills.	K2	C01
c)	Recruitment leads to the optimum use of resources.	K2	C01
d)	Encoding refers to converting symbols received by the receiver into the meaning	K2	C01
e)	Democratic leadership involves giving orders by a superior	K2	C01

to his subordinates and expecting that they will obey his orders.

SECTION B

Answer any TWO of the following in 150 words (2 x 10 = 20 Marks)

5.	Explain the various styles of leadership.	K3	C02
6.	What is Six Sigma? What is the process in the Six Sigma methodology?	K3	C02
7.	“Leaders are born, not made”. Illustrate your answer	K3	C02
8.	State the advantages of planning	K3	C02

SECTION C

Answer any TWO of the following in 150 words (2 x 10 = 20 Marks)

9.	Analyse the purpose and importance of the organisation.	K4	C03
10.	“There are many total quality management models, and not every organisation needs to select and implement the same model, “Illustrate.	K4	C03
11.	Discuss the merits and demerits of decentralisation.	K5	C04
12.	Distinguish between the formal and informal organisation	K5	C04

SECTION D

Answer any ONE of the following in 250 words (1 x 20 = 20 Marks)

13.	What is the need for Principles of Management, and discuss the principles of Henry Fayol?	K5	C04
14.	How important is the establishment of an Effective communication system in an organisation? Explain the barriers to effective communication.	K5	C04

SECTION E

Answer any ONE of the following in 250 words (1 x 20 = 20 Marks)

15.	What are organisational charts? Describe various types of charts.	K6	C05
16.	Discuss the steps involved in Change Management	K6	C05

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