



# LOYOLA COLLEGE (AUTONOMOUS) CHENNAI – 600 034

**B.Com. DEGREE EXAMINATION – COMMERCE**

**FIRST SEMESTER – APRIL 2025**

**UCO 1502 – BUSINESS MANAGEMENT**



Date: 26-04-2025

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

SECTION A - K1 (CO1)	
	Answer ALL the Questions (10 x 1 = 10)
1.	Define the following.
a)	Management.
b)	Decentralization.
c)	Training.
d)	Planning.
e)	Motivation.
2.	Choose the Correct Answer
a)	Which management approach emphasizes adaptability to external environmental conditions? a) Systems Management b) Contingency Management c) Scientific Management d) Administrative Management
b)	The process of dividing and grouping tasks into departments is called: a) Delegation b) Decentralization c) Departmentation d) Coordination
c)	Which of the following is an example of a Non-Traditional Control device? a) Financial Statements b) Balanced Scorecard c) Budgeting d) Rule Book
d)	Who is known as the "Father of Scientific Management"? a) Elton Mayo b) Frederick Taylor c) Henry Fayol d) Mary Parker Follett
e)	Which of the following is NOT a function of management? a) Planning b) Organizing c) Directing d) Competing
SECTION A - K2 (CO1)	
3.	Answer ALL the Questions (10 x 1 = 10)
a)	Who is a Manager?
b)	What do you mean by Delegation?
c)	Write a note on Decision Tree.
d)	List out the different types of Communication.
e)	What is Promotion?

4.	Fill in the blanks
a)	The _____ management theory emphasizes the interrelationship between subsystems and their contributions to overall effectiveness.
b)	In organizational structure, centralization refers to decision-making being concentrated at the _____ level.
c)	The process of decision-making can be illustrated using a _____ tree.
d)	_____ is the management technique aimed at improving product quality by reducing defects.
e)	Management as a _____ involves creativity and personal skills in handling people and resources.

#### SECTION B - K3 (CO2)

Answer any TWO of the following in 100 words each. (2 x 10 = 20)

5.	Explain the functions of a good management.
6.	Discuss the steps involved in Decision making.
7.	Explain in brief the characteristics of a good organization.
8.	Explain the merits and demerits for effective delegation in an organization.

#### SECTION C – K4 (CO3)

Answer any TWO of the following in 100 words each. (2 x 10 = 20)

9.	Discuss in brief the need for training in an organization.
10.	Describe the steps involved in the process of controlling.
11.	Explain Frederick Herzberg's two factor theory of motivation.
12.	Enumerate in brief the qualities of a good interviewer in an organization.

#### SECTION D – K5 (CO4)

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

13.	Enumerate in detail the various steps and limitations involved in MBO.
14.	Bring out the reasons as to why conflict arises among employees in an organization?

#### SECTION E – K6 (CO5)

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

15.	Analyze the barriers for effective communication and suggest measures to overcome the same.
16.	Describe in detail Henry Fayol's principles of a good management.

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