

**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**



**B.Com. DEGREE EXAMINATION – COMMERCE**  
**FIRST SEMESTER – NOVEMBER 2019**  
**UCO 1502 – BUSINESS MANAGEMENT**

Date: 01-11-2019  
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

**SECTION – A**

Answer **ALL** the questions

**(10 x 2 = 20 Marks)**

1. Is 'Management' a profession?
2. What are the different skills required by a manager?
3. Define Planning.
4. What do you mean by 'Strategy'?
5. What is 'Centralization of Authority'?
6. What is 'Grapevine'?
7. What is MBO?
8. Define 'Coordination'.
9. What is 'TQM'?
10. What is 'Crisis Management'?

**SECTION – B**

Answer any **FOUR** questions

**(4 x 10 = 40 Marks)**

11. State Henry Fayol's 14 principles of management.
12. Describe the nature of Management.
13. Explain the process of decision making in an organization.
14. Explain any three Standing Plans with their advantages and disadvantages.
15. Describe the different styles of leadership.
16. Discuss the traditional control devices in detail.
17. What is Six Sigma? What are the phases in Six Sigma methodology?

**SECTION – C**

Answer any **TWO** questions

**(2 x 20 = 40 Marks)**

18. What are the different Levels of Management? State its functions.
19. Define organization and explain in detail the different types of organization.
20. Discuss in detail the major process involved in planning in an organization.
21. What is Change Management? Explain the steps involved in Change Management.

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