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(Pages : 4)

Name.....

Reg. No.....

**COMMERCE
FACTORY****FIRST SEMESTER B.Com. DEGREE (PRIVATE/SDE)
EXAMINATION, APRIL/MAY 2013**

(CCSS)

BC1 B01—MANAGEMENT CONCEPTS AND BUSINESS ETHICS

	Time	Weightage
Part I Descriptive Questions	2.45 Hours	27
Part II Multiple Choice Questions	0.15 Hour	3
Maximum	3 Hours	30 Weightage

Part I**Part A***Answer all questions.**Each question carries a weightage of 1.*

1. What do you mean by Business Ethics ?
2. What do you mean by Management ?
3. Define planning.
4. What is meant by Scalar chain ?
5. What do you mean by line and staff functions ?
6. Define manpower planning.
7. Define job enrichment.
8. Define leadership.
9. What is meant by management by exception ?

(9 × 1 = 9 weightage)**Part B***Answer any five questions.**Answer not to exceed one page each.**Each question carries a weightage of 2.*

10. What are the main features and principles of scientific management ?
11. What is meant by direction ? State the importance of direction in an organization ?

Turn over

12. Explain the significance of culture and values in management decision process.
13. Explain the different steps involved in Management by Objectives.
14. What are the factors determining degree of decentralization in an organization ?
15. Explain the theory of Maslow's need Hierarchy Theory of Motivation.
16. What are the main difficulties in the smooth relationship between Line and Staff officials in an organization ? How can they be removed ?

(5 × 2 = 10 weightage)

Part C

Answer any two questions.

Each question carries a weightage of 4.

17. Explain the general principles of management by Henry Fayol.
18. "Management process is considered to consist of certain functions." List these functions in a logical order and explain the major management functions.
19. "A good leader is not necessarily a Manager." Discuss this statement and compare leadership with management.

(2 × 4 = 8 weightage)

Part II

Multiple Choice Questions

Time : 15 Minutes

Maximum : 3 Weightage

1. _____ is a process that allows people to make decisions based on their deeper values which will be economically, socially and environmentally sound.
 - (a) Holistic approach.
 - (b) Ethics management.
 - (c) Code of conduct.
 - (d) None of these.
2. A _____ is a written document, inspirational in contents and specify clearly what is acceptable or unacceptable behaviour at workplace and beyond, when the employees represent their organization outside.
 - (a) Code of conduct.
 - (b) Business Ethics.
 - (c) All of these.
 - (d) None of these.
3. _____ specifies methods for reporting violations, disciplinary action for violations and the structure of the due process to be followed.
 - (a) Business Ethics.
 - (b) Code of ethics.
 - (c) All of these.
 - (d) None.
4. _____ is a set of values, beliefs, goals, norms and ways of solving problems by the members of the organization.
 - (a) Corporate culture.
 - (b) Organizational culture.
 - (c) Both of these.
 - (d) None of these.

5. Which among the following are advantages of managing business ethics in the workplace ?
(a) Cultivate strong team work and productivity.
(b) Avoid criminal acts.
(c) Lower fines.
(d) All of these.
6. A _____ is a buzz word to employees to observe ethical norms and forms the basis for rules of conduct.
(a) Code of ethics.
(b) Business Ethics.
(c) All of these.
(d) None.
7. _____ would be charged with implementing and administering an ethical management programme.
(a) Top management.
(b) Ethics management committee.
(c) Middle management.
(d) None of these.
8. When new employees are to be recruited _____ training should be arranged for them.
(a) Apprenticeship.
(b) Induction.
(c) Vestibule.
(d) None of these.
9. _____ means as individual should receive orders and instructions from only one superior.
(a) Unity of command.
(b) Span of control.
(c) Scalar chain.
(d) None of these.
10. _____ is the activity of influencing people to strive willingly for group of objectives.
(a) Motivation.
(b) Leadership.
(c) Communication.
(d) None of these.
11. A leader should have _____.
(a) Technical knowledge.
(b) Empathy.
(c) Initiative.
(d) All of these.
12. Autocratic style of leadership is also known as _____.
(a) Authoritarian.
(b) Participative.
(c) Free rein.
(d) None of these.
13. In _____ style of leadership a manager centralizes decision making power in himself.
(a) Autocratic.
(b) Participative.
(c) Free rein.
(d) None of these.

14. _____ leader tries to make the subordinates to feel that they are actually participating in decision making even though he had already taken the decision.
- (a) Participative.
 - (b) Free rein.
 - (c) Manipulative autocrat.
 - (d) None of these.
15. _____ leadership gives complete freedom to subordinates.
- (a) Authoritarian.
 - (b) Participative.
 - (c) Free rein.
 - (d) None of these.
16. Participative leadership is also referred as _____ leadership.
- (a) Democratic.
 - (b) Consultative.
 - (c) Ideographic.
 - (d) All of these.
17. _____ is vested with the democratic style of leadership.
- (a) Negative Motivation.
 - (b) Centralization of authority.
 - (c) Decentralization of authority.
 - (d) One way communication.
18. _____ believed that leaders are not born but also developed through proper training in human behaviour.
- (a) Mary Parker Follet.
 - (b) F.W. Taylor.
 - (c) C.K. Prahlad.
 - (d) Peter F. Drucker.
19. The concept of job enrichment is a contribution by _____.
- (a) Frederick Herzberg.
 - (b) F.W. Taylor.
 - (c) C.K. Prahlad.
 - (d) Peter F. Drucker.
20. _____ is considered as the primary function of management ?
- (a) Organizing.
 - (b) Planning.
 - (c) Staffing.
 - (d) Controlling.