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Reg. No.....

Name.....

**B.Com. DEGREE (C.B.C.S.S.) EXAMINATION, OCTOBER 2017**

**Third Semester**

**Core Course IX—BUSINESS MANAGEMENT**

[Common for Model I, Model II and UGC Sponsored B.Com. Degree Programmes]

[2013 Admission onwards]

Time : Three Hours

Maximum Marks : 80

*Answers may be written either in English or Malayalam.*

**Part A (Short Answer Questions)**

*Answer all questions.*

*Each question carries 1 mark.*

1. What is strategic planning ?
2. What do you mean by forecasting ?
3. What is meant by scalar chain ?
4. What is unity of command ?
5. What do you mean by organisation culture ?
6. What do you mean by span of control ?
7. What is recruitment ?
8. What do you mean by manpower planning ?
9. What do you mean by leadership style ?
10. Define motivation.

(10 × 1 = 10)

**Part B (Brief Answer Questions)**

*Answer any eight questions.*

*Each question carries 2 marks.*

11. What do you mean by decision-making process ?
12. What are the objectives of management ?

**Turn over**

13. What are the process organising ?
14. Explain MBE.
15. What are the features of delegation ?
16. What are the disadvantages of centralisation ?
17. What is functional authority ?
18. What are the importance of staffing ?
19. What is human resource management system ?
20. What are the objectives of motivation ?
21. What do you mean by leadership style ?
22. What are the techniques of motivation ?

(8 × 2 = 16)

### **Part C (Short Essays)**

*Answer any six questions.  
Each question carries 4 marks.*

23. Explain the features of staffing.
24. Explain the qualities of a good leader.
25. Explain the features of control.
26. Explain the objectives of performance appraisal.
27. Distinguish between formal and informal organisation.
28. Explain the characteristics of decision-making.
29. Explain the principles of planning.
30. What are the functional areas of the management ?
31. Explain the role of manager in an organisation.

(6 × 4 = 24)

**Part D (Essays)**

*Answer any two questions.*

*Each question carries 15 marks.*

32. Define decision-making and explain the steps in decision-making.
33. What is delegation of authority? Explain the principles of delegation.
34. What is controlling? What are the importances of control?
35. Define Leadership. Explain the different styles of leadership.

(2 × 15 = 30)