

Reg. No. : .....

Name : .....

**Third Semester B.Com. Degree Examination, March 2022**

**Career Related First Degree Programme under CBCSS**

**Core Course III**

**CX 1341/HM 1341/TT 1341 : MANAGEMENT CONCEPTS AND THOUGHTS  
(2019 and 2020 Admission)**

Time : 3 Hours

Max. Marks : 80

**SECTION – A**

Answer **all** questions in **one** word or to a maximum of **two** sentences each. **Each** question carries **1** mark.

1. Define management.
2. What do you understand by open system?
3. What is planning?
4. What do you mean by decentralisation of authority?
5. What is job description?
6. What do you understand by charismatic leadership?
7. What is motivation?
8. Define communication.
9. What is Total Quality Management?
10. What do you mean by a learning organisation?

**(10 × 1 = 10 Marks)**

P.T.O.

## SECTION – B

Answer any **eight** questions in not exceeding **one** paragraph each. **Each** question carries **2** marks.

11. "Management is the art of getting things done" - Explain.
12. Give a short note on styles of management.
13. Briefly explain the participative style leadership.
14. Write a short note on Human Relations School.
15. What are the limitations of Quantitative School?
16. "Planning is looking forward, controlling is looking back". Elucidate this statement.
17. Give a short note on accountability.
18. Distinguish between authority and accountability.
19. What are the factors affecting decentralisation?
20. What is organisational culture?
21. What do you understand by transactional leadership?
22. What are physiological needs?
23. Enumerate the 7 C's of communication.
24. What are the limitations of informal communication?
25. What are the features of a learning organisation?
26. What is the importance of knowledge management?

**(8 × 2 = 16 Marks)**

SECTION – C

Answer any **six** questions in about **120** words each. **Each** question carries **4** marks.

27. What are the features of Human Relations School?
28. Explain the contributions of Peter F. Drucker to the contemporary management thought.
29. What are the merits of Behavioural School?
30. What are the limitations of Classical School?
31. Explain the concept of Managerial Grid.
32. Explain the steps involved in controlling process of management.
33. What are the qualities essential for a successful leader?
34. Explain the different types of leaders.
35. Write short notes on the following:
  - (a) Negative motivation
  - (b) Positive motivation
  - (c) Extrinsic motivation
  - (d) Intrinsic motivation
36. What are the advantages of oral communication?
37. Distinguish between formal communication and informal communication.
38. Enumerate Deming's 14 points on Quality Management.

(6 × 4 = 24 Marks)

SECTION – D

Answer any **two** questions in not exceeding **4** pages each. **Each** question carries **15** marks.

39. Discuss Michael Porter's 'five forces' analysis.
40. Discuss in detail the steps involved in staffing process.
41. Elucidate Fielder's Leadership Contingency Model.
42. Discuss in detail the process of communication.
43. Discuss the barriers to implement TQM In organisations.
44. What is change management? Discuss the reasons for employees' resistance to change.

(2 × 15 = 30 Marks)