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B.B.A. (CBCS) DEGREE EXAMINATION, APRIL 2021.

Third Semester

Business Administration - Main

PRINCIPLES OF MANAGEMENT

(For those who joined in July 2017 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is an art of getting things done through and with people in formally organised groups.
(a) Administration (b) Management
(c) Organising (d) All the above

2. Formulation of policy, goals and strategies of a company is the main function of _____ level management.
- (a) Top (b) Middle
(c) Lower (d) None
3. Scientific management approach was given by _____
- (a) Elton Mayo (b) Hebert Suman
(c) Charles (d) FW Taylor
4. _____ means to determine in advance
- (a) Planning (b) Organising
(c) Controlling (d) Co-ordinating
5. _____ is a selection of course of action.
- (a) Planning (b) Organising
(c) Decision making (d) Selecting
6. The first step in organising is _____
- (a) Grouping of activities
(b) Assignment of duties
(c) Identification of activities
(d) Determination of Objectives

7. _____ is a process of where tasks are grouped into jobs.
(a) Grouping (b) Departmentation
(c) Organisation (d) Centralisation
8. Correction of deviation is done is _____ process.
(a) Controlling (b) Organising
(a) Planning (b) Decision making
9. _____ refers to the reservation of authority in few hands.
(a) Centralisation (b) Decentralisation
(c) Authority (d) Responsibility
10. _____ refers to systematic delegation of authority in the organisation.
(a) Centralisation (b) Decentralisation
(c) Authority (d) Responsibility

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What are the functions of management?

Or

- (b) Write short notes on 'Levels of Management'.

12. (a) Define planning and write down its nature.

Or

(b) Explain the characteristics of Decision making.

13. (a) Narrate in brief the logical steps in organising.

Or

(b) What is departmentation? Why departmentation is necessary.

14. (a) Discuss the basic steps in the process of controlling.

Or

(b) Discuss the tradition techniques of controlling.

15. (a) Define centralisation. How centralisation is necessary in administration?

Or

(b) What are the various steps in the process of delegation?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Discuss Taylor's contribution to the scientific management.

Or

- (b) Explain illumination experiment.

17. (a) Explain the steps involved in planning.

Or

- (b) Write down the steps involved in decision making.

18. (a) Discuss the fundamental principles of organisation.

Or

- (b) What are the advantages of matrix organisation?

19. (a) Discuss the process of controlling.

Or

- (b) Discuss the various control techniques.

20. (a) Explain the factors determining degree of centralisation.

Or

(b) Distinguish between centralisation of decentralisation.
