

BACHELOR OF COMMERCE (Hons)
SECOND SEMESTER
BASICS OF MANAGEMENT
BCM-205C

Duration : 3 hrs.

Full Marks: 70

(PART-A: Objective)

Time : 20 min.

Marks : 20

Choose the correct answer from the following:

1X20=20

- The concept of MNCs serving the rural population is the fundamental concern of:
a. The Fortune at the Bottom of the Pyramid
b. Contingency Theory
c. Michael porter's approach to competition
d. The practice of management by Peter Drucker
- _____ is one of the founders of the management theory of Business Process Re-engineering.
a. FW Taylor
b. Michael Hammer
c. Henri Fayol
d. Peter Drucker
- Survival, Profit and Growth are:
a. Personal objectives of management
b. Social objectives of management
c. Organisational objectives of management
d. All the above
- Which of the following is not a characteristic of principles of management?
a. Limited Applicability
b. General Guidelines
c. Flexible
d. Contingent
- Statement I- Planning provides directions.
Statement II - Planning is a complex function.
a. Statement I is true but statement II is false
b. Statement I is false but statement II is true
c. Both the statement is true
d. Both the statement is false
- Plans that are meant to support and implement the strategic plan are called:
a. Strategic plans
b. Operational plans
c. Standing plans
d. Tactical plans
- Which of the following is not an assumption of perfect rationality in decision-making?
a. An individual has full and perfect information on which to base a choice.
b. Measurable criteria exist for which data can be collected and analyzed.
c. Managers are comfortable making decisions without determining all the alternatives.
d. An individual has the cognitive ability, time, and resources to evaluate each alternative against the others.

8. _____ are part of the external environment.
- | | |
|--------------------------------|------------------------------|
| a. Strengths and weaknesses | b. Opportunities and threats |
| c. Strengths and opportunities | d. Weaknesses and threats |
9. _____ is the process by which a manager assigns tasks and authority to subordinates who accept responsibility for those jobs.
- | | |
|---------------|---------------------|
| a. Delegation | b. Decentralisation |
| c. Assignment | d. Accountability |
10. Which of the following refers to the passing of authority to make decisions to the lowest possible level in the organisational hierarchy?
- | | |
|---------------|---------------------|
| a. Delegation | b. Decentralisation |
| c. Assignment | d. Accountability |
11. Informal organisation is **not** characterised by:
- | | |
|------------------------|---------------------------------|
| a. Unplanned structure | b. Satisfies social needs |
| c. Job oriented | d. Presence of informal leaders |
12. A _____ is the one in which more than one organization combine to produce a good or provide a service.
- | | |
|--------------------------------------|--------------------------------------|
| a. Functional organisation structure | b. Divisional organisation structure |
| c. Project organisation structure | d. Network organisation structure |
13. Under which leadership styles, do the leaders encourage, inspire, and motivate employees to innovate and create change that will help the organisation grow and shape its future success?
- | | |
|-----------------------------------|--------------------------------------|
| a. Democratic leadership style | b. Free reign leadership style |
| c. Transactional leadership style | d. Transformational leadership style |
14. Need hierarchy theory is proposed by:
- | | |
|---------------------|-------------------|
| a. Victor Vroom | b. Hertzberg |
| c. Douglas McGregor | d. Abraham Maslow |
15. Which of the following is not a merit of oral communication?
- | | |
|-------------|-------------|
| a. Speed | b. Feedback |
| c. Evidence | d. Flexible |
16. _____ is a management function which includes hiring, motivating, and retaining the best people available to achieve a company's objectives.
- | | |
|---------------|--------------|
| a. Planning | b. Staffing |
| c. Organising | d. Directing |
17. The features of controlling:
- | | |
|------------------------------------------|------------------|
| a. Pervasive function | b. A process |
| c. Associated with the planning function | d. All the above |
18. Which of the following is the oldest technique of control?
- | | |
|-------------------------|---------------------------------|
| a. Personal observation | b. Financial statement analysis |
| c. Network technique | d. Management audit |
19. **Statement I:** Control starts with the determination of the areas of control.
Statement II: Performance is measured before the setting of standards.

- a. Both the statement is true
- c. Statement I is false but statement II is true

- b. Both the statement is false
- d. Statement I is true but statement II is false

20. Cause(s) of resistance to control:

- a. Effective communication system
- c. Proactive management

- b. The clarity in authority and responsibility
- d. Very high standards

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(PART-B : Descriptive)

Time: 2 HRS 40 MINS

Marks : 50

[Answer question no.(1) & any four (4) from the rest]

1. How does Victor Vroom's Expectancy Theory help in understanding the process of motivation? 10
2. Define environmental scanning? How BCG matrix can be used as a tool for analysing the business environment? 2+8=10
3. Elucidate the process of organising. 10
4. What is the span of control? Analyse the factors influencing the span of control. 2+8=10
5. Coordination is the essence of management. Justify the statement. 10
6. Define control. Explain the principles of effective control. 2+8=10
7. What is effective communication? Elaborate on the process of effective communication. 2+8=10
8. Write a short note : 5+5=10
 - a) 14 principles of management by Henri Fayol
 - b) Importance of management

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