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M.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2021

First Semester

Business Administration

PRINCIPLES OF MANAGEMENT AND
BUSINESS ETHICS

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The principle of order implies _____
 - (a) One head and one plan
 - (b) Right man in right job
 - (c) Issuing instructions
 - (d) Justice and kindness

2. Henry Fayol is known as _____
- (a) Father of scientific management
 - (b) Father of business management
 - (c) Father of principles of management
 - (d) Father of Administration
3. The function which determines future course of action is called
- (a) Organizing (b) Controlling
 - (c) Planning (d) Directing
4. Planning function is mainly performed at
- (a) Top management level
 - (b) Middle management level
 - (c) Lower management level
 - (d) Both (b) and (c)
5. Organization deals with _____
- (a) Centralization of activities
 - (b) Decentralization of activities
 - (c) Division of work
 - (d) Span of management

6. In functional organization work is divided

- (a) According to importance
- (b) According to its nature
- (c) According to different functions
- (d) According to management

7. Effective direction does not depend on the

- (a) Forces at the subordinate level
- (b) Communication process
- (c) Deployment of human resources
- (d) Ability of the manager

8. Controlling is the function of _____

- (a) Line managers
- (b) staff managers
- (c) functional managers
- (d) CEO's

9. What are the elements of Quality statements?

- (a) Vision statement
- (b) Mission statement
- (c) Quality policy statement
- (d) All the above

10. Corporate governance is a form of _____
(a) External regulation (b) Self regulation
(c) Government control (d) Charitable action

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Differentiate between unity of command and unity of direction.

Or

- (b) What are the implications of Hawthorne Experiments?

12. (a) List out the characteristics of a good procedure.

Or

- (b) What are the benefits of Management by Objectives?

13. (a) Briefly explain the factors affecting span of management.

Or

- (b) Describe the needs for departmentation.

14. (a) State the various types of leadership styles.

Or

- (b) What are the essentials of effective control system?

15. (a) What are the elements of business ethics?

Or

- (b) Describe the advantages and disadvantages of teleological theory in business ethics.

PART C — ($5 \times 8 = 40$ marks)

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

Each answer should not exceed 600 words.

16. (a) Enumerate the contributions of F.W. Taylor to the field of management

Or

- (b) With illustrations explain the various functions of management.

17. (a) What is planning premises? And also explain the types of planning premises.

Or

- (b) Enumerate the importance of planning. Also list the steps in planning process.

18. (a) Explain the basis of departmentation giving pros and cons of each method.

Or

- (b) Explain in detail about the staffing process.

19. (a) Discuss about Herzberg's Hygiene Theory of motivation.

Or

- (b) What are the barriers of communication and how can the barriers be removed?

20. (a) What are the objectives and scope of Corporate governance? Explain in detail.

Or

- (b) What is total quality management? Explain the principles of total quality management.
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