

**BACHELOR OF COMMERCE  
SECOND SEMESTER [REPEAT]  
BASICS OF MANAGEMENT  
BCM – 205C**

**SET  
A**

**[USE OMR SHEET FOR OBJECTIVE PART]**

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

**(Objective)**

Marks: 20

*Choose the correct answer from the following:*

*1 × 20 = 20*

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

8. \_\_\_\_\_ are part of the internal environment.
- |                                |                              |
|--------------------------------|------------------------------|
| a. Strengths and opportunities | b. Opportunities and threats |
| c. Strengths and weaknesses    | d. Weaknesses and threats    |
9. \_\_\_\_\_ is a concepts outlining manager's answerability to higher authority in the hierarchy.
- |               |                     |
|---------------|---------------------|
| a. Delegation | b. Decentralisation |
| c. Assignment | d. Accountability   |
10. The process of passing of authority to make decisions to the lowest possible level in the organizational 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. In which of the organizational structure, more than one organizations combines resources to produce a good or provide a service?
- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| a. Functional organisation structure | b. Divisional organisation structure |
| c. Network organisation structure    | d. Project 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 a merit of oral communication?
- |               |                    |
|---------------|--------------------|
| a. Speed      | b. Feedback        |
| c. Both a & b | d. Neither a nor b |
16. \_\_\_\_\_ is a management function which includes leadership, motivation, and communication to achieve a company's objectives.
- |               |              |
|---------------|--------------|
| a. Planning   | b. Staffing  |
| c. Organising | d. Directing |
17. Cause(s) of resistance to control:
- |                                   |  |
|-----------------------------------|--|
| a. Effective communication system | b. The clarity in authority and responsibility |
| c. Proactive management           | d. Very high standards                         |
18. **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                    | b. Both the statement is false                   |
| c. Statement I is false but statement II is true | d. Statement I is true but statement II is false |

19. Which of the following is the oldest technique of control?
- a. Personal observation
  - b. Financial statement analysis
  - c. Network technique
  - d. Management audit
20. The features of controlling:
- a. Pervasive function
  - b. A process
  - c. Associated with the planning function
  - d. All the above
- - - - -

**(Descriptive)**

Time : 2 Hr. 30 Mins.

Marks : 50

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

1. Explain the 14 principles of management advocated by Henri Fayol. 10
2. Define environmental scanning? Elaborate the uses of SWOT analysis for an enterprise. 2+8=10
3. Discuss the process of organizing. 10
4. Define span of management. State the factors influencing the span of management. 2+8=10
5. What is motivation? Elucidate the need hierarchy theory of motivation advocated by Abraham Maslow. 2+8=10
6. Define control. Highlight upon the principles of effective control. 2+8=10
7. What do you understand by effective communication? Elaborate on the barriers of communication. 2+8=10
8. Write short notes on any two of the following: 5+5=10
  - a) Importance of management
  - b) Process of decision-making
  - c) Critical Path Method

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