## 21UBCCT1002

SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN (AUTONOMOUS) (Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC) Chromepet, Chennai — 600 044. B.Com.(CS) END SEMESTER EXAMINATIONS NOVEMBER-2022 SEMESTER - I 21UBCCT1002 - Corporate Management

Total Duration : 2 Hrs 30 Mins.

Total Marks : 60

## Section A

Answer any **SIX** questions  $(6 \times 5 = 30 \text{ Marks})$ 

- 1. Explain the functions of management and highlight its importance.
- 2. Describe human relations theory and scientific management.
- 3. Classify the important features and steps involved in planning process.
- 4. Explain the determination of organisation structure based on its type.
- 5. Distinguish a manager from non-manager.
- 6. Explain the difference between personnel management and human resource management.
- 7. Why do high performing organisations use confronting techniques to resolve the conflicts?
- 8. Examine the basic requirements of good control system.

## Section B

Answer any **THREE** questions  $(3 \times 10 = 30 \text{ Marks})$ 

- 9. Describe the contributions made by F.W.Taylor to the field of Management.
- 10. Explain why neoclassical theory of organisation is not used by industries at all situations.
- 11. Diagnose the various types of selection interviews.
- 12. Classify the different methods of appraisal system and its importance.
- 13. Infer the classification of human needs given by Maslow.

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