

DIPLOMA EXAMINATION, NOVEMBER 2024**(2024 Admission Regular)****SEMESTER I – GENERAL COURSE****(BUSINESS ADMINISTRATION)****VBA1G02D24 : BUSINESS MANAGEMENT****Time : 3 Hours****Maximum Marks: 60****PART A****I. Answer all the questions. Each question carries 1 mark****A Choose the correct answer from the brackets**

1. Decision making skills of a manager is also called _____ skills
(Human skills, conceptual skills, analytical skills , technical skills)
2. Henry Fayol suggested _____ principles of management.
(10, 4, 14, 2)
3. Which of the following is not a standing plan
(Policy, Procedures, Programmes, rules)
4. Who is called the father of Bureaucracy
(Peter F Drucker, Henry Fayol, Max Weber, George Elton Mayo)
5. The study of movements of a worker is called _____.
(work study, motion study, fatigue study, time study)

B Match the following questions.

Column A	Column B
6. CEO of a company	a) Middle management
7. Management	b) Thinking Function
8. Lower Level	c) Doing Function
9. Manager	d) Top Management
10. Administration	e) Supervisory function

C State whether the following questions are True or false

11. Henry Fayol is the Father of Administrative Management.
12. Programme is a standing plan.
13. Closed systems do not interact with the environment.
14. PERT focusses on the activities.
15. Management doesn't exist without goals.

D Answer the following questions in one word

16. _____ is the Father of Principles of Management.
17. A _____ is a predetermined course of action.
18. _____ is the procedure of aligning the activities in certain order.

19. _____ is the simplest and oldest form of Organization structure.
20. _____ plans are used only used once in order to achieve a goal.

(20x1=20)

PART B

II Answer any *five* questions. Each question carries 2 marks.

21. What is Management Audit?
22. What are communication Skills needed by a manager?
23. What is a budget?
24. What is directing?
25. What is a system?
26. What is fatigue study?
27. What do you mean by management?

(5 x 2= 10)

PART C

III. Answer any *four* questions. It carries *five* Marks.

28. What are the modern Budgetary Control Techniques?
29. What is TQM? Explain the various principles of TQM.
30. Explain the functions of management.
31. State the Henry Fayol's General Principles of Management.
32. State any five characteristics of Management.
33. What is Business Process Reengineering? State the Steps and Benefits of BPR.

(4x5=20)

PART D

IV. Answer any *one* question. It carries *ten* marks.

34. Explain the various organization structures used in an organization.
35. What are the various managerial roles possessed by a manager in an organization.

(1 x 10 = 10)