



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.Com. DEGREE EXAMINATION – COMMERCE

FIRST SEMESTER – APRIL 2014

CO 1814 - MODERN MANAGEMENT PRACTICE

Date : 04/04/2014
Time : 09:00-12:00

Dept. No.

Max. : 100 Marks

Part-A
marks

10 x 2 = 20

Answer ALL Questions. Explain the following questions or statements in about 5 sentences each.

1. Is Management a 'Science'?
2. What is 'morale'?
3. Can conflicts be sometimes desirable?
4. Mention any four limitations of MIS.
5. What is 'brainstorming'?
6. What are the characteristics of effective teams?
7. What's the connection between 'Turning Points' in one's life, 'Motivation' and 'Success'?
8. Comment on 'Semantic' barriers.
9. Why is there 'Resistance to Change'?
10. State any two ethical characteristics of Charismatic Leaders.

Part-B
40 marks

5 x 8 =

Answer any FIVE questions (One Page answer). Each question carries 10 marks.

11. Do Managers face problems in communication? Identify some of the key obstacles.
12. Can Conflicts be resolved?
13. Why should a 'Group' move into a 'Team'?
14. What are the key signs of stress in a Manager and how do you handle them?
15. Is establishing a 'Complaints Handling System' by an organisation, an indicator of a pro-customer organisation. Answer with illustrations.
16. Distinguish between an Administrator, Manager, and a Leader.
17. 'Planning' is looking ahead into the future, while 'control' means looking back. Comment.
18. Write short notes on any TWO of the following: a) Are leaders 'born' or 'made'? ; b) Modern Approaches to Decision making; c) French and Raven's classification of Power.

Part-C
marks

2 x 20 = 40

Answer any TWO questions. (4 pages essay). Each question carries 20 marks.

19. What is the 'situational leadership theory'? Explain the various situational theories of leadership and identify the managers' role in each of them.
20. Give an overview of the Evolution and History of Management. Your answer could highlight the key Personalities and their contributions to Management thought and Concept development.
21. Describe any TWO of the following:
 - a. What are the various methods of measuring Financial performance?
 - b. Any three phases of the 'Hawthorne Experiment'.

c. Relevance of Abraham Maslow's need-hierarchy theory in India
