

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**M.Com. DEGREE EXAMINATION – COMMERCE****FIRST SEMESTER – APRIL 2023****PCO1MC01 – BUSINESS ENVIRONMENT AND MANAGEMENT CONCEPTS**

Date: 29-04-2023

Dept. No.

Max. : 100 Marks

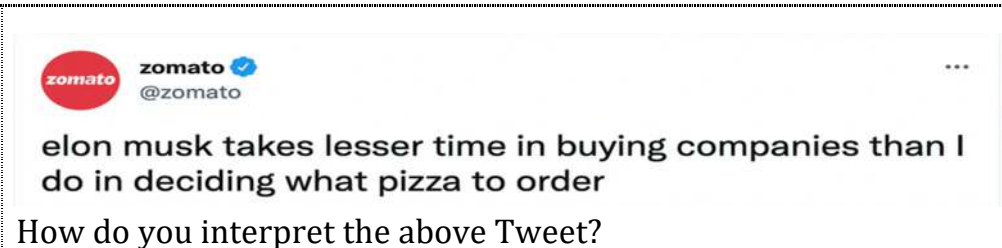
Time: 09:00 AM - 12:00 NOON

SECTION A**Answer ALL the Questions**

| | |
|---|--------------------|
| 1. Define the Following terms | (5 x 1 = 5) |
| a) TQM | K1 C01 |
| b) Business Ethics | K1 C01 |
| c) Crisis management | K1 C01 |
| d) Technology Environment | K1 C01 |
| e) Cultural environment | K1 C01 |
| 2. Multiple Choice Question | (5 x 1 = 5) |
| a) Which of the following is not a component of specific business environment forces? (a) Technological conditions (b) Customers (c) Employees (d) Investors | K1 C01 |
| b) Delegation of authority is linked to a) Managerial planning b) Management Coordination c) Management control d) Scientific Management | K1 C01 |
| c) The main advantage of the functional organisation is a) Specialisation b) Simplicity c) Expert advice d) Experience | K1 C01 |
| d) TQM's major emphasis is on a) Company profitability b) Product Quality c) Customer delight d) Employee training | K1 C01 |
| e) A span of control means that a) An organisation consists of various departments b) Each person's authority is clearly defined c) Every subordinate has one superior d) A manager can supervise only a limited number of subordinates | K1 C01 |

SECTION B**Answer any THREE Questions****(3 x 10 = 30)**

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|--|--------|
| 3. Explain the Importance and Limitations of Risk Management | K3 C02 |
| 4. Explain the challenges faced in Change management | K3 C02 |
| 5. Construct the steps involved in the process of Planning | K3 C02 |
| 6. 'A leadership theory describes how and why specific individuals | K3 C02 |

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|---------------------------------|--|------------------------|-----|
| | become leaders' Explain. | | |
| 7. | “Several communication barriers in the workplace tend to manipulate the message that passes from sender to receiver. It leads to conflict among organizational members” .Illustrate. | K3 | C02 |
| SECTION C | | | |
| Answer any TWO Questions | | (2 x 12.5 = 25) | |
| 8. | Define organisation chart. Explain the different types of organisation chart | K4 | C03 |
| 9. | Point out the qualities of an effective leader. | K4 | C03 |
| 10. | Evaluate the different methods of Six Sigma. | K4 | C03 |
| 11. | Evaluate the challenges and benefits of Computer Aided business. | K4 | C03 |
| SECTION D | | | |
| Answer any ONE Question | | (1 x 15 = 15) | |
| 12. |  <p>How do you interpret the above Tweet?</p> | K5 | C04 |
| 13. | Simulate the 5 Steps of Six Sigma using an example | K5 | C04 |
| SECTION E | | | |
| Answer any ONE Question | | (1 x 20 = 20) | |
| 14. | “Globalisation provides businesses with a competitive advantage.” Review. | K6 | C05 |
| 15. | “online shopping can be far less stressful than hitting the high street shops.” Can you brainstorm and suggest a better solution for the development of online shopping? | K6 | C05 |

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