Reg. No. \_\_\_\_\_\_\_\_\_\_\_\_\_



**End Semester Examination – Nov / Dec – 2019**

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| **Code :** | **18PA2002** | **Duration :** | **3hrs** |
| **Sub. Name :** | **BUSINESS ORGANIZATION AND OFFICE MANAGEMENT** | **Max. Marks :** | **100** |

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| **Q. No.** | **Questions** | **Course Outcome** | **Marks** |
| **PART – A (5 X 2 = 10 MARKS)** | | | |
| 1. | Define the term Business Organization. | CO1 | 2 |
| 2. | What is meant by Corporate Governance? | CO2 | 2 |
| 3. | Name any two users of Accounting information. | CO3 | 2 |
| 4. | Write any two difference between Recruitment and Selection. | CO4 | 2 |
| 5. | Who is a leader? | CO5 | 2 |

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| **PART – B (3 X 10 = 30 MARKS)**  **(either or type)** | | | |
| 6. | Explain the following i) economic environment and ii) social environment. | CO1 | 10 |
|  | **(OR)** | |  |
| 7. | Elucidate the reporting systems followed in a business organization. | CO2 | 10 |
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| 8. | Explain the following with the help of suitable examples:  i) ethical conflict ii) ethical dilemma. | CO3 | 10 |
|  | **(OR)** | |  |
| 9. | Write a brief note on how an individual performance of an employee is assessed. | CO4 | 10 |
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| 10. | Discuss why groups are formed in organization and strength and limitation of team working. | CO5 | 10 |
|  | **(OR)** | |  |
| 11. | Explain i) Theory X and Theory Y. ii) Vroom’s Expectancy theory. | CO6 | 10 |

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| **PART – C (3 X 20 = 60 MARKS)**  **(Answer any three out of five Questions)** | | | | |
| 12. | a. | Draw the chart of the following organization structure;  i) Matrix Organization ii) Functional Organization.  State which is best suited. | CO1 | 10 |
| b. | Do you agree that the technological environment influences the current business? Support your answer with suitable instances. | CO1 | 10 |
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| 13. | a. | Does tight control and Compliance help to run an organization smoothly and also prevents frauds. | CO2 | 10 |
| b. | Examine the purpose of an organization with the help of suitable examples. | CO2 | 10 |
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| 14. |  | Describe the various learning methods followed in organizations to enhance knowledge and skills. Quote the learning opportunities you have to enhance your knowledge. | CO3 | 20 |
|  | | | | |
| 15. | a. | Nowadays organizations require high performing individuals. Comment how you can identify the high performing individuals. | CO4 | 10 |
| b. | You have been appointed as an HR executive in a leading company and asked by your manager to devise a selection process for selecting fresh graduates as Management trainees. Prepare a selection process. | CO5 | 10 |
|  |  |  | |  |
| 16. |  | Identify the leadership style that fits the persons below based on Blake & Mouton and also, state reasons for your choice;  i) Army General ii) HR manager of a company  iii) Mess Manager iv) General Manager. | CO6 | 20 |