

C.U.SHAH UNIVERSITY

Summer Examination-2018

Subject Name : Business Administration-II

Subject Code : 4CO02BAD3

Branch: B.Com.(English)

Semester : 2

Date : 27/04/2018

Time : 10:30 To 01:30

Marks : 70

Instructions:

- (1) Use of Programmable calculator & any other electronic instrument is prohibited.
- (2) Instructions written on main answer book are strictly to be obeyed.
- (3) Draw neat diagrams and figures (if necessary) at right places.
- (4) Assume suitable data if needed.

- Q-1 Attempt the following questions: (14)**
- a) The guidance provided to employees and supervision on their work can be called what ? 1
 A) Motivation B) Direction C) Control D) Supervision
 - b) The necessity of mental peace can be called which necessity ? 1
 A) Primary B) Protection C) Prestige D) Social
 - c) Leadership is which type of process mutually motivating each other ? 1
 A) Interrupting process C) Seldom process
 B) Constant process D) No process at all
 - d) Which experts describe different types of leadership and its chain of selection ? 1
 A) Tennen Baum & Schmidt C) Likert
 B) Fred .F .Fidler D) Koontz & O'donnell
 - e) Who has presented the theory of bounded rationality ? 1
 A) Heaber simon C) Donald
 B) A.R.C Duncan D) George R. Terry
 - f) The decision process is seen in how many terms ? 1
 A) Five B) Four C) Three D) Two
 - g) How many are the main types of communication ? 1
 A) Four B) Five C) Six D) Seven
 - h) "Communication is a tool in the field of communication and not the objective." Can we say that ? 1
 A) No C) Cannot be said anything
 B) B) Yes D) Partially Yes & No
 - i) Herzberg has presented a motivational theory. It is called which motivational theory ? 1
 A) 'X' an 'Y' theory C) Two-factor theory
 B) Single factory theory D) Tri-factor theory
 - j) The strategy of the manager to get work done is called what ? 1
 A) Directing B) Control C) Communication D) Motivation
 - k) The concept of group can basically be considered as which concept ? 1
 A) Economic concept C) Commercial concept
 B) Geographical concept D) Social concept



- l) What constantly continues in the primary group ? 1
 A) Friendship C) Enmity
 B) Control of president D) Direct communication
- m) If not attack on freedom, then the primary group ? 1
 A) Creative C) Depending on others
 B) Comparison D) Variation
- n) Which is the final function of management ? 1
 A) Staffing B) Directing C) Control D) Planning

Attempt any four questions from Q-2 to Q-8

- Q-2 Attempt all questions (14)**
 (A) State the characteristics of directing. 10
 (B) State the functions of a leader. 04
- Q-3**
 Define leadership and state the essential qualities of leadership. 14
- Q-4 Attempt all questions (14)**
 (A) Explain different methods of directing. 07
 (B) Discuss steps in decision making. 07
- Q-5 Attempt all questions (14)**
 (A) Explain techniques of decision making 07
 (B) Explain Maslow's principle of motivation. 07
- Q-6**
 State the obstructions in communication. 14
- Q-7 Attempt all questions (14)**
 (A) Explain characteristics of motivation. 07
 (B) State the functions of informal group. 07
- Q-8**
 Define control. Discuss the characteristics of Control. 14

