

C.U.SHAH UNIVERSITY

Summer Examination-2019

Subject Name : Business Administration – II

Subject Code : 4CO02BAD3

Branch: B.Com.(English)

Semester : 2

Date : 30/04/2019

Time : 02:30 To 05:30

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) How can be called the process of directing? 1
(A) Constant (C) Irregular
(B) With intervals (D) Ineffective
- b) The guidance provided to employees and supervision on their work can be called what? 1
(A) Motivation (B) Direction (C) Control (D) Supervision
- c) How many types of leadership styles are there? 1
(A) One (B) Two (C) Three (D) Four
- d) 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
- e) Into how many steps mainly process of decision making can be divided? 1
(A) Five (B) Six (C) Seven (D) Eight
- f) The decision process is seen in how many forms? 1
(A) Five (B) Four (C) Three (D) Two
- g) Exchange of thought and the process of explaining one's thoughts can be called what? 1
(A) Planning (C) Communication
(B) Organization (D) Information Dissemination
- h) "Communication is a tool in the field of communication and not the objectives can we say that? 1
(A) No (C) Can not be said anything
(B) Yes (D) Partly yes and no
- i) "Motivation is a drive created within an individual to exert efforts" which management expert has presented this definition? 1
(A) Dr. George Terry (C) Jucious
(B) V.K.Rowland (D) E.P.L.Brech



- j) How is the relation of employee's motivation with job satisfaction? 1
 (A) Indirect relation (C) Partial relation
 (B) Direct relation (D) No relation
- k) What informal groups create in members? 1
 (A) Insecurity (C) Struggle
 (B) Sense of security (D) Fear
- l) In a group generally how many members are there? 1
 (A) Two or more than that (C) Innumerable members
 (B) Unlimited number of members (D) Only one member
- m) Which is the final function of management ? 1
 (A) Staffing (C) Control
 (B) Directing (D) Planning
- n) CPM Stands for..... 1
 A) Critical process machine C) Critical path machine
 B) Critical process method D) Critical path method

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

- Q-2 Attempt all questions (14)**
 (A) State characteristics of Directing 7
 (B) Write functions of Leadership 7
- Q-3 Attempt all questions (14)**
 (A) Write guideline principles of Direction 7
 (B) State essential qualities in a leader 7
- Q-4 Attempt all questions (14)**
 (A) Discuss characteristics of decision-making 7
 (B) State steps in decision making 7
- Q-5 Attempt all questions (14)**
 (A) Write methods of communication 7
 (B) Explain Maslow's law 7
- Q-6** Discuss obstructions in communication 14
- Q-7 Attempt all questions (14)**
 (A) Explain types of group 7
 (B) Discuss scope of control 7
- Q-8 Attempt all questions (14)**
 (A) Explain characteristics of control 7
 (B) Explain importance of control 7

