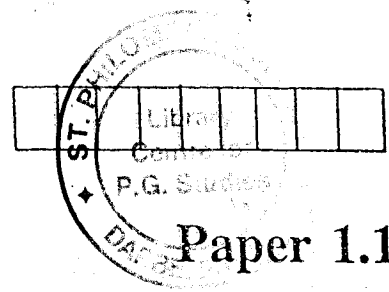


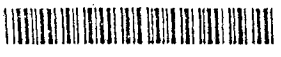
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Paper 1.1



**First Semester M.Com. Degree Examination, January 2011**  
**COMMERCE**  
**Management Perspectives**

Time : 3 Hours

Max. Marks : 80

SECTION – A

(4×10=40)

*Note :* 1) Answer any four questions.  
2) Each question carries 10 marks.

1. Define management. Briefly explain the process of management.
2. Explain the basic steps in planning.
3. Critically examine the managerial roles approach to management.
4. What is line and staff ? State and explain the causes of conflict between line and staff in an organisation.
5. Explain the leadership styles developed by Robert Bloke and Jane Mouton.
6. What is promotion ? Critically examine the types of promotional policies in the organisation.
7. What is control ? Explain the basic steps in control process.

SECTION – B

(2×20=40)

*Note :* 1) Answer any two questions.  
2) Each question carries 20 marks.

8. Discuss the contributions of Fayol to the field of management and their relevance to modern managers.
9. What is motivation ? Compare and contrast between Maslow's need hierarchy theory and Herzberg's Hygiene approach to motivation.
10. "Selection is a process of successive hurdles". Comment.

