

T.Y.B.Com Examination, March 2009
Export

Con. 32-09

(3 Hours)

KD-9174
[Total Marks: 100]

- N.B.** (1) All questions are **compulsory**.
(2) **Figures** to the right indicate **full** marks.
(3) Answer to the **two** the sections should be written in the **same** answer-book.

Section I

1. Explain the meaning of any **seven** of the following terms in not more than **five** lines **each**. **[14]**
- | | |
|-----------------------------------|--------------------------|
| (a) Conceptual Skills | (f) Line Organisation |
| (b) Scientific Management | (g) Structured Interview |
| (c) Span of Control | (h) Assessment Center |
| (d) Mission | (i) Esteem Needs |
| (e) Decentralisation of Authority | (j) SWOT Analysis |
2. Answer any three of the following: - **[14]**
- (a) Is management as Art of Science? Discuss.
(b) Discuss the contributions of scientific management in management.
(c) Describe the process of planning.
(d) Explain the techniques of non programmed decision making.
(e) Discuss the Graicunas theory relating to span of control.
(f) What is line and staff organistion? Explain its features.
3. Answer any three of the following: - **[14]**
- (a) Discuss the steps in selection procedure.
(b) State and explain the types of interviews.
(c) Described the factors affecting motivation.
(d) Define leadership? Explain the traits of a successful leader.
(e) Explain any four types of traditional techniques of controlling.
(f) What is coordination? Examine the principles of coordination.

OR

4. Write short notes on any three of the following: - **[18]**
- (a) Steps in MBO
(b) Formal and Informal Organisation
(c) Bases of Departmentation
(d) Employment Tests
(e) Group Discussion
(f) Herzbergs Two Factor Theory.

Section I

5. Explain the meaning of any **seven** of the following terms in not more than **five** lines **each**. **[14]**
- | | |
|-----------------------------|-----------------------------------|
| (a) Human Resource Planning | (f) Flexible Manufacturing System |
| (b) Refresher Training | (g) Labour Productivity |
| (c) Economic Order Quantity | (h) Statistical Quality Control |
| (d) 360° Degree Appraisal | (i) Test Marketing |
| (e) Product Design | (j) Mass Production |

6. Answer any three of the following: - [14]
- (a) What is Human Resource Development? Explain its scope.
 - (b) Describe off the job methods of training.
 - (c) Explain any six methods of performance appraisal.
 - (d) What is production management? Explain its scope.
 - (e) What are the essential characteristics of a good product design?
 - (f) Discuss in brief the methods of intermittent production system.

7. Answer any three of the following: - [14]
- (a) What is industrial productivity? Explain the techniques for improving the industrial productivity.
 - (b) What is ISO 9000? Explain the procedure to obtain ISO certificate.
 - (c) What is Total Quality Management? Explain its feature.
 - (d) Discuss the steps involved in Material Requirement Planning.
 - (e) What is inventory control? Explain 'inventory carrying cost' and 'stock out cost'.
 - (f) Explain the concept of Quality Circle and Quality Assurance.

OR

8. Write short notes on any three of the following: - [18]
- (a) Factor governing plant location
 - (b) Dimensions of Quality
 - (c) Human Resource Accounting
 - (d) Limitation of Performance Appraisal
 - (e) Routing and Scheduling
 - (f) Perpetual inventory control.