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Total No. of Printed Pages: [01]

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**B. Com. (E-Commerce) (Semester – 1st)**  
**BUSINESS ORGANIZATION AND MANAGEMENT**  
**Subject Code: BCOM2-102**  
**Paper ID: [18140202]**

**Time: 03 Hours**

**Maximum Marks: 60**

**Instruction for candidates:**

1. Section A is compulsory. It consists of 10 parts of two marks each.
2. Section B consist of 5 questions of 5 marks each. The student has to attempt any 4 questions out of it.
3. Section C consist of 3 questions of 10 marks each. The student has to attempt any 2 questions.

**Section – A**

**(2 marks each)**

Q1. Attempt the following:

- a) What are organizational objectives?
- b) What is sole proprietorship firm?
- c) What are the functions of planning?
- d) Mention any two differences between a formal & informal organization.
- e) Define span of management.
- f) What are the motivation factors according to Herzberg theory?
- g) What is the meaning of job design?
- h) Differentiate centralization and decentralization.
- i) What are the barriers to the effective controlling?
- j) What is neoclassical system of management thoughts?

**Section – B**

**(5 marks each)**

Q2. Define and differentiate partnership and Joint Stock Company.

Q3. Explain the concept of 'Functional Structure'. Also, explain any four disadvantages of functional structure.

Q4. Describe major ideas of scientific management.

Q5. Explain managerial grid model of leadership.

Q6. Discuss non-budgetary controlling techniques.

**Section – C**

**(10 marks each)**

Q7. Discuss origin and development of management thoughts.

Q8. Explain internal and external sources of recruitment in detail.

Q9. What is TQM? Describe the origin of TQM, and distinguish between traditional quality management and TQM.