

M.COM DEGREE END SEMESTER EXAMINATION - NOVEMBER 2017**SEMESTER – 1: COMMERCE****COURSE: 16P1COMT02 –: MANAGEMENT AND ORGANISATION BEHAVIOUR**

(Common for Regular 2017 Admission & Supplementary 2016 Admissions)

Time: Three Hours

Max. Marks: 75

SECTION A

Answer **any TEN** questions. Each question carries 2 marks.

1. What do you mean by T.Q.M.?
2. Briefly explain MBO.
3. What is transaction analysis?
4. State the meaning of organizational change.
5. What do you mean by committee?
6. Define organization.
7. "Planning is an intellectual process and managers being men of action, should have no use for it".
Comment.
8. Distinguish between individual goal and organisational goal.
9. What is group dynamics?
10. Why are norms enforced?
11. What is goal congruence?
12. What is delegation of authority? (2 x 10 = 20)

SECTION B

Answer **any FIVE** questions. Each question carries 5 marks.

13. Explain the factors that necessitate change.
14. What is O.D? Explain its characteristics.
15. What are factors affecting group cohesiveness?
16. What is bench marking? Discuss the areas of bench marking.
17. Explain MBE.
18. What is CSR? Explain arguments against CSR.
19. Explain the concept of universality of management. Discuss the arguments for and against
Universality of Management.
20. Why planning is essential in a business? (5 x 5 = 25)

SECTION C

*Answer **any THREE** questions. Each question carries 10 marks.*

21. What is OB? Explain the challenges and opportunities for O B.
22. Explain the contributions of Henry Fayol.
23. What do you mean by planned organisational change? Give reasons for organisational change.
24. Define group. What are the different types of groups?
25. What steps can be taken to reduce and resolve the conflict that is behavioural as well as structural in nature? (10 x 3 = 30)
