

**M.Com. DEGREE END SEMESTER EXAMINATION NOVEMBER  
2016**  
**SEMESTER - 1: COMMERCE**  
**COURSE: 16P1COMT02 -: - MANAGEMENT AND ORGANISATION  
BEHAVIOUR**

Time: Three Hours

Max. Marks: 75

**SECTION A**

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

1. What is meant by six sigma?
2. What is MBE?
3. What do you mean by conflict?
4. Explain the goals of O.B.
5. What are cliques?
6. What is organization manual?
7. "Planning is an intellectual process". Explain.
8. What do you mean by goals?
9. What do you mean by formal groups?
10. What is synergy?
11. What do you mean by group cohesiveness?
12. What is vertical conflict?

(2 x 10 = 20)

**SECTION B**

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

13. Explain the factors affecting span of control.
14. Explain how human react to change.
15. Discuss the stages of group development.
16. What is meant by Q.C? Discuss its characteristics.
17. Explain the process of MBO.
18. Discuss various causes which have forced a business to assume its social responsibilities.
19. Explain the steps involved in planning process.
20. What is MDP? Explain the steps involved in it.

(5 x 5 = 25)

**SECTION C**

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

21. What is O.D.? Explain its nature. Discuss the techniques of O.D.
22. Discuss the reasons of various types of conflicts in an organization. Suggest measures to resolve intergroup conflicts.
23. Define management. Explain the objectives and importance of management.

- 24.** Explain the models of organisational behavior.  
**25.** Explain in detail various theories of group formation.

(10 X 3 = 30)

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