

**M.Com. DEGREE END SEMESTER EXAMINATION NOVEMBER -
2016**

SEMESTER - 1: COMMERCE

**COURSE: P1COMT02 - PRINCIPLES OF MANAGEMENT AND
ORGANISATIONAL BEHAVIOUR**

(For Supplementary / Improvement - 2015 Admission)

Time: Three Hours

Max. Marks: 75

PART - A

*Answer **all** questions. Each question carries **two marks**.*

1. "Management is what a manager does." Explain briefly.
2. What did Henry Fayol mean by unity of command? How it differs from unity of direction?
3. What do you mean by organization structure?
4. Describe dysfunctional conflict.
5. List the factors influencing the degree of delegation.
6. What is meant by group dynamics?
7. Distinguish between formal and informal group.
8. Define OB.
9. Explain the meaning of six sigma.
10. What is meant by TQM? (2 x 10 = 20)

PART - B

*Answer any **five questions**. Each question carries **five marks**.*

11. What are norms? Why are they enforced?
12. What are the components of planning?
13. What are the factors influencing group cohesiveness?
14. Explain the stages of group development.
15. What is bench marking? What are the areas of bench marking?
16. Explain the social system approach of management.
17. Explain the human reactions to change.
18. Describe committee organization. (5 x 5 = 25)

PART - C

Answer any **two questions**. Each question carries **fifteen marks**.

19. What do you mean by corporate social responsibility? Give the arguments for and against social responsibility.
20. Explain the nature and functions of management.
21. Discuss the conflict handling mechanism in an organization.
22. Explain in detail the models of OB. (15 x 2 = 30)
