

**M. COM DEGREE END SEMESTER EXAMINATION - OCT 2020 : FEBRUARY 2021****SEMESTER 1 : COMMERCE****COURSE : 16P1COMT02 : MANAGEMENT AND ORGANISATION BEHAVIOUR***(For Regular - 2020 Admission and Supplementary - 2016/2017/2018/2019 Admissions)*

Time : Three Hours

Max. Marks: 75

**PART A****Answer any 10 (2 marks each)**

1. Explain the objectives of 'Scalar Chain'.
2. What do you mean by Esprit de Corps?
3. Explain goal deletion.
4. Explain goal expansion.
5. List any four models of Organisational Behaviour.
6. Explain task related conflicts.
7. Explain role identity.
8. What is role conflict?
9. What do you mean role expectation?
10. List the four R's of reengineering.
11. Explain 'Quality Circle'.
12. Explain quality manual.

**(2 x 10 = 20)****PART B****Answer any 5 (5 marks each)**

13. Explain the various steps in MBO process.
14. Do you think management is an art? Explain.
15. Explain the relevance of goal measurability.
16. Explain organisational development concept as a dynamic tool for facing different business situations.
17. Explain the reasons for individual resistance to change.
18. Explain the features of conflict.
19. Balanced interdependency adds to the enrichment of group dynamics. Comment.
20. Explain the relationship between customer need and TQM approach followed by a business concern.

**(5 x 5 = 25)****PART C****Answer any 3 (10 marks each)**

21. Explain Henri Fayol's principles of management.
22. Organisation should focus on the term attainability while setting goals. Comment.
23. What are the values of OD?
24. Explain the factors influencing group cohesiveness.
25. Explain the elements as well as the fundamentals of TQM.

**(10 x 3 = 30)**