

Reg. No .....

Name .....

22P1024

**M. COM DEGREE END SEMESTER EXAMINATION : OCTOBER 2022**

**SEMESTER 1 : COMMERCE**

**COURSE : 21P1COMT02: MANAGEMENT AND ORGANISATIONAL BEHAVIOR**

*(For Regular - 2022 Admission and Supplementary - 2021 Admission)*

Duration : Three Hours

Max. Weights: 30

**PART A**

**Answer any 8 questions**

**Weight: 1**

1. What do you mean by Esprit de Corps? (U, CO 1)
2. Explain 'Unity of Command'. (U, CO 1)
3. What do you mean by goal displacement? (U, CO 4)
4. Explain secondary goals. (U)
5. What do you mean by inter group behaviour? (U, CO 3)
6. Explain task related conflicts. (R, CO 1, CO 2)
7. What do you mean role expectation? (R, CO 3)
8. Explain appearance norms. (R, CO 3)
9. What do you mean by BPR? (A, CO 5)
10. List the four R's of reengineering. (An, CO 5)  
**(1 x 8 = 8)**

**PART B**

**Answer any 6 questions**

**Weights: 2**

11. Is management a science? Explain. (R, CO 1)
12. Explain the relevance of goal measurability. (R, CO 4)
13. Explain the reasons for individual resistance to change. (An, CO 3)
14. Enumerate the efforts at the individual level to overcome resistance to change. (An, CO 3)
15. What are the various types of conflict situations? (An, CO 3)
16. Explain the types of norms. (U, CO 3)
17. What are the pre-requisites for a successful collective bargaining process? (U)
18. Explain the features of Collective Bargaining. (R)  
**(2 x 6 = 12)**

**PART C**

**Answer any 2 questions**

**Weights: 5**

19. Explain Henri Fayol's principles of management. (U, CO 1)
20. Enumerate the external and internal forces of change. (U, CO 3)
21. Explain the preventive measures as well as curative measures of conflict management. (U)
22. Briefly explain benchmarking. Explain its broad merits and demerits. (U, CO 3)  
**(5 x 2 = 10)**

OBE: Questions to Course Outcome Mapping

CO	Course Outcome Description	CL	Questions	Total Wt.
CO 1	Ensure students knowledge enhancement on various management concepts	U	1, 2, 6, 11, 19	10
CO 2	Equip students with various management functions and OB techniques	An	6	1
CO 3	Make students appreciate change management and its techniques	A	5, 7, 8, 13, 14, 15, 16, 20, 22	21
CO 4	Understand the relevance of goal, goal setting and its congruency	A	3, 12	3
CO 5	Help them explore more about recent trends in Management.	Cr	9, 10	2

Cognitive Level (CL): Cr - CREATE; E - EVALUATE; An - ANALYZE; A - APPLY; U - UNDERSTAND; R - REMEMBER;