

M. COM DEGREE END SEMESTER EXAMINATION: NOVEMBER 2023**SEMESTER 1 : COMMERCE****COURSE : 21P1COMT02 : MANAGEMENT AND ORGANISATIONAL BEHAVIOR***(For Regular - 2023 Admission and Improvement/Supplementary -2022/2021 Admissions)*

Duration : Three Hours

Max. Weights: 30

PART A**Answer any 8 questions****Weight: 1**

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| 1. | List any four types of benchmarking. | (R, CO 5) |
| 2. | What are informal groups? | (U, CO 3) |
| 3. | What is goal deletion? | (R, CO 4) |
| 4. | What is competitive benchmarking? | (An, CO 5) |
| 5. | What do you mean by goal substitution? | (R, CO 4) |
| 6. | What do you mean by Organisational Climate? | (R, CO 2) |
| 7. | What is conflict aftermath? | (Cr) |
| 8. | What do you mean by Esprit de Corps? | (U, CO 1) |
| 9. | What is resistance? | (A) |
| 10. | What do you mean by MBO? | (U, CO 1, CO 3) |
| | | (1 x 8 = 8) |

PART B**Answer any 6 questions****Weights: 2**

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| 11. | Explain briefly, the significance of an organisation. | (U, CO 2) |
| 12. | What are the benefits of Change Management? | (E) |
| 13. | Enumerate the nature of planning. | (R, CO 1) |
| 14. | Examine the significance of group cohesiveness towards attainment of group status and common target. | (R, CO 3) |
| 15. | Explain organisational development concept as a dynamic tool for facing different business situations. | (R, CO 2) |
| 16. | Write short note on (a) TQM (b) Quality circle. | (An) |
| 17. | Explain the ideal measures for attaining the balance between personal needs and organisational requirements. | (R, CO 3) |
| 18. | Explain Collective Bargaining. | (U, CO 3) |
| | | (2 x 6 = 12) |

PART C**Answer any 2 questions****Weights: 5**

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| 19. | Give the practical reasons for group formation. | (An) |
| 20. | Explain Henri Fayol's principles of management. | (U, CO 1) |
| 21. | The process of benchmarking will yield results only when there is proper planning, consistent employee motivation, clear-cut information and good leadership. Justify the statement. | (An, CO 5) |
| 22. | Enumerate the various models of OB. | (An, CO 2) |
| | | (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	8, 10, 13, 20	9
CO 2	Equip students with various management functions and OB techniques	An	6, 11, 15, 22	10
CO 3	Make students appreciate change management and its techniques	A	2, 10, 14, 17, 18	8
CO 4	Understand the relevance of goal, goal setting and its congruency	A	3, 5	2
CO 5	Help them explore more about recent trends in Management.	Cr	1, 4, 21	7

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