

M. COM DEGREE END SEMESTER EXAMINATION - NOVEMBER 2018**SEMESTER 1 : COMMERCE****COURSE : 16P1COMT02 : MANAGEMENT AND ORGANISATION BEHAVIOUR***(For Regular - 2018 Admission & Supplementary - 2016 / 2017 Admissions)*

Time : Three Hours

Max. Marks: 75

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

1. Explain 'Unity of Command'.
2. Explain the objectives of 'Scalar Chain'.
3. Explain goal deletion.
4. What do you mean by goal substitution?
5. What do you mean by individual behaviour?
6. Explain task related conflicts.
7. Explain people oriented change.
8. What are performance norms?
9. Explain role identity.
10. What is role conflict?
11. What do you mean by TQM?
12. What is internal benchmarking?

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

13. Is management a science? Explain.
14. Enumerate the significance of an organisation.
15. Explain to human reactions to change.
16. How does OB help the managers in influencing the Human Behaviour?
17. Why are norms enforced?
18. Explain the dysfunctional aspects of conflict.
19. What are the rules for reengineering?
20. Explain the reengineering process.

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

21. Explain Henri Fayol's principles of management.
22. Explain the Vector Model on goal congruency.
23. Enumerate the various models of OB.
24. Explain the factors influencing group cohesiveness.
25. Explain the elements as well as the fundamentals of TQM.