Reg. No ....   Name ....

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

Time : Three Hours   Max. Marks: 75

Section A
Answer any 10 (2 marks each)

1. Define Management.
2. Explain 'Unity of Command'.
3. Explain goal determination.
4. What do you mean by goal displacement?
5. What do you mean by individual behaviour?
6. Explain any two basic reasons for planned change.
7. What are performance norms?
8. What do you mean by conformity?
9. Explain behaviour norms.
10. What do you mean by BPR?
11. What do you mean by post production quality service?
12. List any four areas of benchmarking.

(2 x 10 = 20)

Section B
Answer any 5 (5 marks each)

13. Explain the social responsibility of management to various stakeholders.
14. Explain the relevance of co-ordination in decentralisation.
15. Enumerate the significance of an organisation.
16. Explain the reasons for organisational resistance to change.
17. What are the benefits of Organisational Development?
18. Enumerate the reasons for group formation from organisation's point of view.
19. What are the various types of conflict situations?
20. Enumerate the demerits of benchmarking.

(5 x 5 = 25)

Section C
Answer any 3 (10 marks each)

21. Write in detail the essential characteristics of a good plan and identify some of the uncertainties in planning mechanism.
22. Explain the Vector Model on goal congruency.
23. Enumerate the various models of OB.
24. Give the practical reasons for group formation.
25. Enumerate briefly about the characteristics, organisation, benefits and misconceptions about QC.