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M.Com. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2020.

First Semester

Commerce—Core

MANAGEMENT CONCEPTS AND
ORGANIZATIONAL BEHAVIOUR

(For those who joined in July 2020 only)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. According to Henry Fayol the management functions are planning, organizing, control command and _____
 - (a) Direction
 - (b) Evaluating
 - (c) Motivating
 - (d) Co-ordination

2. _____ function involves a consideration of the alternative courses of action available
- (a) Control
 - (b) Organisation
 - (c) Planning
 - (d) Direction
3. Which of the following is the oldest type of organization?
- (a) Committee organisation
 - (b) Line organisation
 - (c) Functional organisation
 - (d) Line and staff organisation
4. Bringing harmony in various activities is the main aim of
- (a) Control function
 - (b) Staffing function
 - (c) Planning function
 - (d) Coordinating function

5. _____ brings about a relatively permanent change in the behaviour of a person.
- (a) Learning
 - (b) Attitude
 - (c) Personality
 - (d) Perception
6. _____ means a process governing choices made by persons or lower organisms among alternative forms of voluntary activity
- (a) Personality
 - (b) Motivation
 - (c) Learning
 - (d) Perception
7. Subordinates exercising a high degree of both responsibility and freedom relate to
- (a) laissez faire leadership
 - (b) Participative leadership
 - (c) Exploitative leadership
 - (d) Bureaucratic leadership

8. _____ consists of people with low skills who lack unity and power and are usually discontented
- (a) Apathetic groups
 - (b) Erratic groups
 - (c) Vocational groups
 - (d) Instructional groups
9. The systematic application of the knowledge of behavioural science to bring about planned change is what is called _____
- (a) organisational change
 - (b) organisational development
 - (c) organisational culture and climate
 - (d) organisational effectiveness
10. _____ is a process of joint decision making collaboration and building mutual respect between management and employees
- (a) Group behaviour
 - (b) Quality work life
 - (c) organisational change
 - (d) Personality

PART B — ($5 \times 5 = 25$ marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Define personality. Explain the important determinants of personality.

Or

- (b) What is meant by transaction analysis. State the important components of transactional analysis.

12. (a) “Management is getting things done through people”. Discuss.

Or

- (b) Describe the steps involved in organization.

13. (a) What are the different stages in the process of group development?

Or

- (b) Bring out the salient features of autocratic leadership style.

14. (a) State the objectives of organizational development.

Or

- (b) What are the circumstances in which employees do not show resistance?

15. (a) What are the ways to sustain organizational culture? Explain.

Or

- (b) Explain the criteria for the measurement of the degree of QWL.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Define the term planning. Describe the elements of planning.

Or

- (b) Discuss the nature, scope and characteristics of learning.

17. (a) Define learning. Explain the determinants of learning.

Or

- (b) Discuss Maslow's Hierarchy of needs theory of motivation.

18. (a) What is meant by group decision? Explain the merits and demerits of group decision.

Or

- (b) Discuss the qualities of a leader.

19. (a) What does resistance to change mean? What are the circumstances in which employees do not show resistance.

Or

- (b) Explain the characteristics of organizational development.

20. (a) Explain QWL. Explain the measures that can be adopted to improve QWL.

Or

- (b) Explain the various steps involved in the process of career planning.
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