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Reg. No. :

Code No. : 5523

Sub. Code : ZKCM 13

M.Com. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

First Semester

Commerce – Core

MANAGEMENT CONCEPTS AND
ORGANISATIONAL BEHAVIOUR

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Organisational behaviour is
 - (a) A Science
 - (b) An Art
 - (c) A Science as well as an Art
 - (d) None of the above

2. Scope of organisational behaviour does not include
 - (a) Leadership
 - (b) Perception
 - (c) Job design
 - (d) Technology
3. "Leadership Motivates the people to work and not the power of Money". This concept is related to
 - (a) Autocratic Model
 - (b) Custodial Model
 - (c) Supportive Model
 - (d) Collegial Model
4. _____ theory emphasis that unsatisfied need can Influence the behaviour satisfied one will not act as a Motivator.
 - (a) Maslow theory
 - (b) Herzberg's theory
 - (c) Expectancy theory
 - (d) Alderfer's ERG theory
5. Groups created by managerial decision in order to accomplish started goods of the organisation are called
 - (a) Formal group
 - (b) Informal group
 - (c) Task groups
 - (d) Interest group

6. Now a days a lot of stress is being put on the _____ of the employee in the organisation.
 (a) Character
 (b) Improvement
 (c) Behaviour
 (d) Rewards
7. In _____ consultative style of leadership the _____ is the final decision maker.
 (a) Leader (b) Workforce
 (c) Founder (d) Co-founder
8. Research and Investigation can be example of sources of power.
 (a) Expert (b) Reward
 (c) Normative (d) Democratic
9. The ultimate source of an organisation's culture is
 (a) Its founders
 (b) The business planning process
 (c) Top Management
 (d) The country in which it operates
10. There are usually _____ sources of any given conflict.
 (a) Single (b) Multiple
 (c) Sole (d) Distinct

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
 Each answer should not exceed 250 words.

11. (a) Describe the nature of Organisational Behaviour.
 Or
 (b) How would you describe personality?
12. (a) What are the components of learning process?
 Or
 (b) Discuss the elements of a sound Motivational system.
13. (a) Discuss the process of group decision making.
 Or
 (b) What are the causes of stress in Organisational Behaviour?
14. (a) How can organisational power be improved?
 Or
 (b) What are the qualities of a successful leader?

15. (a) List out the various techniques for managing change in an organisation.

Or

- (b) Analyse the effectiveness of organisational culture.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

16. (a) Explain the various functions of management.

Or

- (b) What are the steps of organisational behaviour model?

17. (a) What are the basic assumptions of Theory X and Theory Y?

Or

- (b) Discuss the functions of attitude in organisational behaviour.

18. (a) Describe the importance of Group dynamics.

Or

- (b) Differentiate formal groups and Informal groups.

19. (a) Explain the types of power.

Or

- (b) Discuss the characteristics of authority in Organisational Behaviour.

20. (a) Explain the advantages and disadvantages of workers participation in management.

Or

- (b) What are the guidelines to be followed for organisational change?
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