

**Reg. No. : .....**

**Code No. : 7455**

**Sub. Code : PKCM 13**

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

First Semester

Commerce - Core

MANAGEMENT CONCEPTS AND  
ORGANISATIONAL BEHAVIOUR

(For those who joined in July 2017 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Father of Management is \_\_\_\_\_.  
(a) Peter F. Drucker      (b) George R. Terry  
(c) Harold Karitz      (d) None
2. Which one of the following function is thinking process?  
(a) Controlling      (b) Directing  
(c) Planning      (d) All the above.

3. The Psychological concepts relevant to Organisational Behaviour include
- (a) Motivation                      (b) Leadership  
(c) Learning                        (d) All the above
4. Two factor theory of Motivation was introduced by \_\_\_\_\_.
- (a) Maslow                            (b) Mcgreger  
(c) Herzberg                        (d) None
5. Individuals from different groups form into an ad hoc group in order to achieve a specific task or goal is called \_\_\_\_\_
- (a) Interest group                  (b) Task Group  
(c) Command Group                (d) Coalitions.
6. Which one of the leadership style is called Free-rein style?
- (a) Autocratic style                (b) Democratic style  
(c) Laissez faire style              (d) participative style.
7. Work change does not include the following component \_\_\_\_\_.
- (a) Job enlargement                (b) Promotion  
(c) Working hours                  (d) Job redesign.

8. Which one of the following is not a personal reason for Resistance to change
- (a) Need for training
  - (b) Monotony
  - (c) No participation in charge
  - (d) Fear of workload.
9. Which one of the following indices may not be used to judge the quality of work life in an organisation?
- (a) Job involvement
  - (b) Job satisfaction
  - (c) productivity
  - (d) None.
10. \_\_\_\_\_ technique is not used to improve QWL.
- (a) Job Redesign
  - (b) Job satisfaction
  - (c) Job security
  - (d) None.

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) What are the functions of top Management?

Or

- (b) What are the factors influencing staffing?

12. (a) What are the features of Organisation Behaviour?

Or

- (b) Discuss the Nature of Motivation.

13. (a) What do you know about coalitions? Discuss its characteristics.

Or

- (b) Define 'Leadership'. Discuss the basic skills of effective leader.

14. (a) What is Organisational change?

Or

- (b) What are the six phases in Grid OD?

15. (a) How to measure the Quality of working life?

Or

- (b) What are the principles of quality of working life?

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 characteristics of Management.

Or

- (b) Discuss the Golden Principles of Direction in Management.

17. (a) Explain the Importance of Motivation in Management

Or

- (b) Discuss the factors influencing Perception.

18. (a) Explain the Need for formation of group in Organisation.

Or

- (b) Discuss the functions of a good leader in Management.

19. (a) Describe the factors affecting Organisational change.

Or

- (b) Explain the steps in Organisational Development Process.

20. (a) Discuss the different dimensions of Quality of working life.

Or

- (b) Explain the guidelines for achieving work life Balance.
-