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M.Com. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2019.

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. Which one of the following is not a functional areas of management?
 - (a) Financial Management
 - (b) Production Management
 - (c) Transport Management
 - (d) None

2. First and Foremost functions of management is _____

- (a) Planning
 - (b) Organising
 - (c) Forecasting
 - (d) Directing

3. The contributions of sociology to organisational Behaviour include _____

- (a) Values
 - (b) Attitudes
 - (c) Group-Dynamics
 - (d) All the above

4. Motivation process does not include _____

- (a) Need
 - (b) Drive
 - (c) Incentive
 - (d) Outcomes

5. People with common characteristics form a group is called _____

- (a) Friendship group
 - (b) Primary group
 - (c) Interest group
 - (d) Task group

6. Which one of the following is the traditional theory based leadership style?

- (a) Autocratic
 - (b) Democratic
 - (c) Both (a) and (b)
 - (d) None



7. Organisational change does not include the component _____
- (a) Working hours (b) Promotion
(c) Transfers (d) Lay – off
8. Which one of the following is a Economic Reason for Resistance?
- (a) Need for training
(b) Fear of workload
(c) Need for Social Adjustment
(d) None
9. Which one of the Indices may be used to judge the quality of Wesley life in an organisation?
- (a) Job Involvement
(b) Sense of competence
(c) Productivity
(d) All the above
10. Which one of the following is not a principle of QWL?
- (a) The principle of security
(b) The principle of Equity
(c) The principle of right
(d) The principle of Democracy

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 functional areas of Management?

Or

- (b) What are the essentials of a good plan?

12. (a) What is motivation? Discuss its process.

Or

- (b) What is transactional Analysis? Discuss its major areas.

13. (a) What are the features of group?

Or

- (b) What are traditional leadership styles?

14. (a) What are the reasons for change?

Or

- (b) What are OD Interventions or Techniques?



15. (a) What do you understand by the term quality of working life?

Or

- (b) What is sensitivity training? What are the objectives?

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 principles of Management.

Or

- (b) Discuss the principles of organisations.

17. (a) Explain the profit of Type A and Type B personality on OB.

Or

- (b) Discuss the steps in designing organisational structure.

18. (a) Explain the various external factors influencing formal groups.

Or

- (b) Discuss the qualities or approaches of outstanding leaders.

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19. (a) Explain the planning process/stages of implementry change.

Or

- (b) Discuss the process /steps to overcome resistance to change.

20. (a) How to improve quality of working life?

Or

- (b) How to measure quality of working life?

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