

18. (a) Is the conflict functional or dysfunctional? What approach can be taken to resolve the conflict? Explain.

Or

- (b) What are the common barriers to communication? How can they be overcome?

19. (a) Explain the concept and evolution of modern organization.

Or

- (b) How will you measure morale in an organization? Suggest measures for building high morale.

20. (a) Describe the limitations of OD.

Or

- (b) Why are the organizational change often resisted by individuals and groups within the organization? Explain.

Reg. No. :

Code No. : 7432

Sub. Code : C 11 K

M.Com. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2011.

First Semester

Commerce

MANAGEMENT CONCEPTS AND
ORGANISATIONAL BEHAVIOUR

(For those who joined in July 2008 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

1. What do you mean by organization manuals?
2. What is meant by delegation of authority?
3. Write notes on locus of control.
4. Write short notes on job analysis.
5. What do you mean by group conflict?
6. When might leaders be irrelevant?

7. What is OD?
8. What is job redesign?
9. Write short notes on individual behaviour across cultures.
10. What is cognitive learning?

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain various techniques of coordination.
Or
(b) Explain the essential requirements of an effective control system.
12. (a) Explain in detail the scope of organizational behaviour.
Or
(b) Bring out the impact of personal factors in determining individual behaviour.
13. (a) Distinguish between formal and informal groups.
Or
(b) Discuss the styles of conflict management.

14. (a) Distinguish between delegation and decentralization.

Or

- (b) Explain the major external and internal forces for change in organizations.
15. (a) Describe the factors determine the individual differences across culture.

Or

- (b) Discuss the assumptions about people most OD practitioners make.

PART C — (5 × 8 = 40 marks)

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

16. (a) What is delegation of authority? What obstacles stand in the way of effective delegation of authority?
Or
(b) "Planning is the bridge between the present and the future" - Comment.
17. (a) How the approaches of management contributed to the development of OB? Explain.
Or
(b) Explain the major factors that influence job satisfaction.