

M.Com. (CBCS) DEGREE EXAMINATION, APRIL 2021  
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 X 1 = 10 marks)

Answer all question, choose the correct answer:

1. Planning is the \_\_\_\_\_ step in Management.  
a) Last b) third c) first d) none of the above
2. The power or right to give orders, make decisions, and enforce obedience is -----  
a) planning b) organizing c) authority d) none of the above
3. It is very often difficult to change a person's -----  
a) attitude b) danger c) aspect d) none of the above
4. ----- is a characteristic way of thinking, feeling, and behaving.  
a) difficulty b) easy c) Personality d) none of the above
5. ----- leaders focus on effectiveness and results.  
a) bureaucratic b) democratic c) autocratic d) none of the above.
6. ----- leaders have a powerful ability to drive progress and usher in periods of change  
a) democratic b) autocratic c) visionary d) none of the above.
7. Organizational behavior manages the ----- and actions of individuals and groups.  
a) anguish b) anger c) attitudes d) none of the above.
8. Organizational ----- is a planned, ongoing effort by organizations to function effectively.  
a) behaviour b) development c) structure d) none of the above.
9. ----- is an important factor that facilitates Quality of work life.  
a) rigidity b) stubbornness c) flexibility d) none of the above.
10. To achieve the goals of an organization ----- is necessary.  
a) QWL b) QWX c) QRX d) none of the above.

PART-B (5X5=25 Marks)

- Answer all Questions, Choosing either (a) or (b). Each answer should not exceed 250 words.
11. a) Give a brief account of any five responsibilities of Manager or a leader.

OR

- b) List out the steps involved in a Staffing function.



## Continuation Sheet

12. a) Explain in brief any five features of Organizational Behaviour.

OR

b) Explain any five challenges of Organizational Behaviour.

13. a) Give a short account of any five personality traits.

OR

*Explain the*  
b) Give an account of any five leadership styles.

14. a) Mention any five reasons for resistance to organizational change.

OR

*Describe the*  
b) Give an account of any five features of organizational development.

15. a) Explain any five Organizational Development intervention techniques.

OR

b) Give a brief account of any five objectives of Quality of Work Life

PART - C (5X8=40 Marks)

Answer all Questions, Choosing either (a) or (b) Each answer should not exceed 600 words.

16. a) Suggest any eight steps through which a Manager can get things done effectively.

OR

b) Explain the eight steps in the Process of Organizing in detail.

17. a) Give an account of any eight functions of authority.

OR

b) Explain any eight Objectives of Organizational Behaviour

18. a) Give an elaborate account of the principles of group dynamics.

OR

b) List out the characteristics of leadership and give an elaborate account.

19. a) Give an detail account of the features of a group. ( any eight)

OR

b) List out any eight causes of organizational change.

20. a) Give an account of the steps in the process of organizational development.

OR

b) What are the constituents to measure quality of work life. Explain any eight

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