

Reg. No. :

(6 pages)

Code No.: 5534

Sub. Code: ZKCM 13

M.Com (CBCS) DEGREE EXAMINATION,
NOVEMBER 2021

First Semester

Commerce - Core

MANAGEMENT CONCEPTS AND
ORGANISATIONAL BEHAVIOR

(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. The coordination and administration of task to achieve a goal is the role of
 - (a) Management
 - (b) Organisation
 - (c) Administration
 - (d) Manager

2. Management is the process to achieve
 - (a) The objectives
 - (b) Factors of production
 - (c) Planning and Decision making
 - (d) Class or Group of persons
3. Need hierarchy theory is advocated by
 - (a) Herzberberg (b) Abraham Maslow
 - (c) Granth (d) F W Taylor
4. The principle of division of work was given by
 - (a) Herzberberg (b) Abraham Maslow
 - (c) Henry Fayol (d) F W Taylor
5. The forming stage in the formation of group
 - (a) Understand the goal
 - (b) Develop the procedure
 - (c) Understanding leadership
 - (d) All of these
6. The purchase of land and building is an example of
 - (a) Group decision (b) Major decision
 - (c) Minor decision (d) Spot decision

7. Authority is the right to give orders and the power to extract obedience is defined by
- (a) Herzberberg (b) Abraham Maslow
(c) Henry Fayol (d) F W Taylor
8. Decision by a leader in consultation with his / her followers is
- (a) Autocratic style (b) Democratic style
(c) Liberal style (d) Institutional style
9. Changes which takes place gradually without any resistance
- (a) Evolutionary change
(b) Revolutionary change
(c) Planned change
(d) Unplanned change
10. Participation in the process of planning in an organization leads to
- (a) Effective planning
(b) Cost reduction
(c) Increase in output
(d) Perception of opportunities

PART B — ($5 \times 5 = 25$ marks)

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

Each answer should not exceed 250 words.

11. (a) Trace the importance of management in the organization.

Or

- (b) Write on the need and significance of management.

12. (a) Discuss the importance of motivation.

Or

- (b) Write the differences between attitude and behavior.

13. (a) Identify the nature of interpersonal behavior.

Or

- (b) What are the basic characteristics of brainstorming?

14. (a) Trace the differences between authority and power.

Or

- (b) What are the essentials elements of leadership?

15. (a) Explain the positive effect of conflict in the organisation.

Or

- (b) Discuss the nature of organisational culture.

PART C — ($5 \times 8 = 40$ marks)

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

Each answer should not exceed 600 words.

16. (a) Discuss the principles of management advocated by Henry Fayol.

Or

- (b) Explain various concepts of personality theory.

17. (a) Bring-out in detail the Abraham Maslow's need hierarchy theory.

Or

- (b) Discuss the motivation theory proposed by McGregor.

18. (a) Explain the features and causes of stress.

Or

- (b) What are the advantages and disadvantages of group decision making process?

19. (a) Discuss the meaning, importance and types of power.

Or

- (b) Explain the various leadership styles followed in the organisations.

20. (a) Bring-out the advantages and disadvantages of workers participation in management.

Or

- (b) Explain the purpose of organisational development.
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