

D 13083

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Name.....

Reg. No.....

**FIRST SEMESTER M.Com. DEGREE (REGULAR/SUPPLEMENTARY)  
EXAMINATION, NOVEMBER 2021**

[November 2020 session for SDE/Private Students]

(CBCSS)

M.Com.

MCM 1C 04—MANAGEMENT THEORY AND ORGANIZATIONAL BEHAVIOUR

(2019 Admission onwards)

{Covid instructions are not applicable for PVT/SDE students (November 2020 session)}

Time : Three Hours

Maximum : 30 Weightage

**General Instructions**

1. *In cases where choices are provided, students can attend **all** questions in each section.*
2. *The minimum number of questions to be attended from the Section / Part shall remain the same.*
3. *The instruction if any, to attend a minimum number of questions from each sub section / sub part / sub division may be ignored.*
4. *There will be an overall ceiling for each Section / Part that is equivalent to the maximum weightage of the Section / Part.*

**Section A**

*Answer any **four** questions.*

*Each question carries 2 weightage.*

1. Define group dynamics.
2. What is QWL ?
3. What is corporate culture ?
4. What do you mean by Six sigma ?
5. Expand ESOPS.
6. What do you mean by MBO ?
7. Define organization structure.

(4 × 2 = 8 weightage)

**Turn over**

**Section B**

*Answer any **four** questions.  
Each question carries 3 weightage.*

8. Briefly explain the process of conflict management.
9. What are the steps in planning ?
10. What are the challenges of Organisational Behaviour ?
11. List out the characteristics of effective team.
12. What are the qualities of a good leader ?
13. Explain the principles of decision making.
14. Explain the types of motives with examples.

(4 × 3 = 12 weightage)

**Section C**

*Answer any **two** questions.  
Each question carries 5 weightage.*

15. What is behavior modification ? Discuss the steps involved in organizational behavior modification.
16. Explain the meaning of personality. What are the determinants of personality ?
17. What is organizational development ? Explain the different types of Organisational Development intervention.
18. Explain the principles of learning and elaborate on the process of learning.

(2 × 5 = 10 weightage)