

D 72916

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Name.....

Reg. No.....

**FIRST SEMESTER M.A./M.Sc./M.Com. DEGREE EXAMINATION
DECEMBER 2019**

(CBCSS)

M.Com.

MCM 1C 04—MANAGEMENT THEORY AND ORGANIZATIONAL BEHAVIOUR

(2019 Admissions)

Time : Three Hours

Maximum : 30 Weightage

Section A

Answer any four questions.

Each question carries a weightage of 2.

1. Define management.
2. What is six sigma ?
3. Define organizational development.
4. What is sensitivity training ?
5. Explain the need hierarchy theory of motivation.
6. What is group dynamics ?
7. Define HRM ?

(4 × 2 = 8 weightage)

Section B

Answer any four questions.

Each question carries a weightage of 3.

8. Explain Transactional Analysis.
9. What are theories of learning.
10. What is personality ? What are its determinants ?
11. What are approaches of organizational behaviour ?
12. Explain TQM in detail.

Turn over

13. Discuss the various characteristics of organizational culture.
14. What is work group ? Explain its importance.

(4 × 3 = 12 weightage)

Section C

Answer any two questions.

Each question carries a weightage of 5.

15. Explain the ethical issues in organizational behaviour.
16. What are the steps involved in measuring organizational culture ?
17. What is meant by benchmarking ? Explain the process involved in it ?
18. Explain various techniques for managing organizational relationship.

(2 × 5 = 10 weightage)