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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?

 $(4 \times 2 = 8 \text{ weightage})$ 

#### 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.

 $(4 \times 3 = 12 \text{ weightage})$ 

### 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.

 $(2 \times 5 = 10 \text{ weightage})$