

**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)