

**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)