

F 5205

(Pages : 2)

Reg. No.....

Name.....

**M.Com. DEGREE (C.S.S.) EXAMINATION, JANUARY/FEBRUARY 2017**

**First Semester**

Faculty of Commerce

**PM01 CO2—PRINCIPLES OF MANAGEMENT AND ORGANISATIONAL BEHAVIOUR**

(2012 Admission onwards)

Time : Three Hours

Maximum Weight : 30

**Section A**

I. Answer any *five* questions. Answer not to exceed *one page* each :

- 1 What is systems approach to management ?
- 2 Explain Kaizen model of quality.
- 3 Explain the term reference group.
- 4 Define proactive organisation.
- 5 Explain McKinsey's 7-S model.
- 6 Define conflict and its causes.
- 7 What is MBO ?
- 8 Explain two-factor model of Herzberg.

(5 × 1 = 5)

**Section B**

II. Answer any *five* questions. Answer not to exceed *two pages* each :

- 9 Define team and group. How they are different ? Cite examples.
- 10 Discuss how external environment influence organisational structure.
- 11 Elaborate TA analysis with various Ego states.
- 12 What is Negotiation ? How it is different from bargaining ?
- 13 Explain 6-Sigma. How it is impacting modern day manufacturing ?
- 14 Explain 14-principles of scientific management with reference to IT industry.
- 15 What are major disciplines of OB ? Explain their contribution.
- 16 Explain various models of Quality Management.

(5 × 2 = 10)

Turn over

**Section C**

III. Answer any *three* questions. Answer not to exceed *five pages* each :

- 17 Describe various approaches to management with suitable examples.
- 18 What is life positions ? Explain in detail.
- 19 You are a manager in an IT company. How will you PLAN for 10 crore rupee children education software project which is IT enabled ? How your strategy and plan related ?
- 20 What do you understand by stages of group development ? Explain it with example.
- 21 Explain Maslow's need hierarchy model with the help of tourism industry.
- 22 Elaborate Johari Window with disclosure and feedback.

(3 × 5 = 15)