

**Avinashilingam Institute for Home Science and Higher Education for
Women, Coimbatore- 43**

**Master's Degree Examination – November 2018
Semester – I**

**Class : I PG
MAJOR: M.Com./M. Com. C.A.**

**Time : 3 hours
Max. Marks: 60**

17MCOC01/17MCCC01 Management and Organisational Behaviour

PART – A

(10*1/2=5)

Choose the Correct Answer

1. Management is what a manager does _____.
a. Peter F. Drucker. b. Terry. c. Louis Allan. d. Hendry Fayol.
2. Espirit de corps means _____.
a. union is strength. b. service is our motto
c. buyer beware. d. product is our strength
3. The chain of command from the highest authority to the lowest level in the organization is called _____.
a. unity of direction b. unity of command
c. centralization d. scalar chain
4. Strategic planning is a _____.
a. long term planning b. medium term planning
c. short term planning d. annual planning.
5. OB is directly concerned with the understanding, prediction and control of _____ in organization.
a. methods b. human behaviour c. machines d. policies
6. A process of perception starts with-----
a. perception b. personality c. action d. reaction
7. _____ is the study of societies to learn about human being and their activities
a. Psychology b. Sociology
c. Anthropology d. Other social science.
8. Complete the following Heredity-Environment- _____ which are the determinants of personality?
a. situation b. condition c. organization d. business
9. The attitude affects _____ either positively or negatively.
a. value b. behaviour c. culture d. need.
10. Conflicts that occur within the organisation are known as _____ conflict.
a. inter organisational b. intra organisational
c. organisation d. outside

PART -B

(5X4=20)

Answer the following

Answer should not exceed 200 words or one page

11. a) Explain the term planning. Discuss its types.
OR
11.b) Describe the advantages of MBO.
- 12.a) Explain the principles of coordination
OR
12 b) Discuss the significance of organization.
- 13 a) Explain the features of organizational behaviour.
OR
13 b) Explain the characteristics of organizational behaviour.
- 14 a) Define personality.
OR
14b) Examine the characteristics of group.
- 15 a) Discuss the important features of attitudes.
OR
15b) Evaluate the nature of organizational conflict.

PART -C

(5X7=35)

Answer the following

Answer should not exceed 600 words or three pages

16. a) Discuss the Henry Fayols Principles of Management.
OR
16. b) Explain the functions of management .
17. a) Demonstrate the steps in planning.
OR
17.b) Illustrate the importance of planning.
- 18 a) Assess the contributing disciplines of the organizational behaviour.
OR
18 b). Judge the factors affecting the perception.
- 19 a). Appraise the disadvantages of informal group.
OR
19 b). Examine the nature of perception.
- 20 a) Analyze the factors determining the group cohesiveness.
OR
20 b). Evaluate the stress management strategies .
