

Roll No.

(011/17-I)

10341

M. Com. EXAMINATION

(For Batch 2017 & Onwards)

(First Semester)

**MANAGEMENT PROCESS AND
ORGANIZATIONAL BEHAVIOUR**

MC-101

Time : Three Hours

Maximum Marks : 70

Note : Q. No. 1 is compulsory. Attempt *Five* questions in all, selecting *one* question from each Unit in addition to compulsory Q. No. 1. All questions carry equal marks.

1. Write short notes on the following : $2 \times 7 = 14$

- (a) What are classical thinkers ?
- (b) Entrepreneurial sense of a manager
- (c) Social learning

- (d) Emotional Intelligence
- (e) Values
- (f) Individual Behaviour
- (g) Conflict Management.

Unit I

- 2. Discuss various types of schools of management thoughts in detail. 14
- 3. "Fayol was of the opinion that his principles are not only applicable to business organizations, but could be applied to social, political and other organizations also with the same degree of clarity and success." Discuss and give arguments for and against universality concept. 14

Unit II

- 4. "Organization in the machinery of management in its achievements of the ends determined by administration." Discuss. 14

5. What are the managerial implications of control? How can these problems be overcome? 14

Unit III

6. What are the various implications of perception for management? How does management affect perception of people in the organization? 14
7. Define organizational climate. How do organizational values and culture influence the organizational climate? 14

Unit IV

8. Explain in detail the consequences of stress emphasising on physiological, psychological and behavioural responses to stress. 14
9. Describe the various barriers to communication. What measures would you suggest to overcome them? 14