

Enrollment No.....



Faculty of Commerce  
End Sem Examination Dec 2024  
CM3CO01

Principles of Management & Organizational Behaviour  
Programme: B.Com.(Hons.) Branch/Specialisation: Commerce

**Duration: 3 Hrs.****Maximum Marks: 60**

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d. Assume suitable data if necessary. Notations and symbols have their usual meaning.

		Marks	BL	PO	CO	PSO
Q.1	i. Operations management covers both the functions of materials and _____. (a) Planning (b) Production (c) Process (d) None of these	1	2	1	1	1/1
	ii. The process of MBO starts with- (a) Setting up of obligation (b) Fetron plan (c) Review (d) All of these	1	1	1	4	1/1
	iii. Policies are- (a) Short-range plan (b) Medium-term plan (c) Long-range plan (d) All of these	1	1	1	2	1/1
	iv. Managerial decisions are taken by intuition according to- (a) The traditional theory (b) The classical theory (c) The behavioural theory (d) None of these	1	1	1	1	1/1
	v. In the process of delegation, the superior is not relieved of his- (a) Responsibility (b) Power (c) Duty (d) None of these	1	2	1	3	1/1

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vi.	Decentralisation is associated with democratic management where an individual's worth is-	<b>1</b>	1	1	3	1/1
	(a) Respected (b) Returned					
	(c) Reserved (d) None of these					
vii.	People dislike work according to-	<b>1</b>	1	1	4	1/1
	(a) Maslow's theory (b) Theory 'X'					
	(c) Theory 'Y' (d) Expectancy theory					
viii.	Quick decisions are possible under-	<b>1</b>	2	1	4	1/1
	(a) Democratic leadership style					
	(b) Autocratic leadership style					
	(c) Free rein leadership style					
	(d) None of these					
ix.	The hawthorne studies are associated with which approach-	<b>1</b>	2	1	4	1/1
	(a) Classical approach					
	(b) Human relation approach					
	(c) System approach					
	(d) Contingency approach					
x.	Which communication style is most effective for influencing behaviour?	<b>1</b>	2	1	5	1/1
	(a) Assertive (b) Aggressive					
	(c) Passive (d) Manipulative					
Q.2	i. "Management is getting things done through people". Discuss.	<b>2</b>	2	10	1	1/1
	ii. Describe the functions of management.	<b>3</b>	1	10	1	1,3
	iii. Describe the POSDCORB evolution in reference of management thoughts.	<b>5</b>	1	3	1	1/1
OR	iv. Explain Fayol's principles of management.	<b>5</b>	1	10	01	1/1
Q.3	i. "Planning is looking ahead and control is looking back".	<b>2</b>	2	3,9	2	1/1
	ii. Elaborately explain the steps involved in the planning process in modern organisation.	<b>8</b>	2	9	2	1/1
OR	iii. Enumerate the various types of decisions an executive is expected to take while running a business unit.	<b>8</b>	2	3,9	2	1/1

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Q.4	i. What is a matrix organisation? Explain with chart.	<b>3</b>	3	10	3	1/1
	ii. Discuss the selection and recruitment process in organisation.	<b>7</b>	2	10	3	3,1
OR	iii. Compare line, functional and line and staff organisations.	<b>7</b>	4	3,9	3	1/1
Q.5	i. Discuss the techniques of direction.	<b>4</b>	2	6	4	1/1
	ii. Explain the Maslow and Herzberg theory of motivation.	<b>6</b>	3	7	4	1/1
OR	iii. Explain the different types of techniques of control that are adopted by organisations and management.	<b>6</b>	2	4	4	2,3
Q.6	Attempt any two:					
	i. Discuss the different organisational models with its importance in modern organisations.	<b>5</b>	2	10	5	2,3
	ii. Explain the nature, characteristics and role of organisation behaviour.	<b>5</b>	2	3	5	1/1
	iii. Discuss in detail the process of behaviour adopted to overcome the resistance nature of the employee in organisation.	<b>5</b>	3	4	5	1,2

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**Marking Scheme****CM3CO01 Principles of Management & Organisational Behaviour**

Q.1	i)	Operations management covers both the functions of materials and _____.	1
		(b) Production	
	ii)	The process of MBO starts with	1
		(a) Setting up of obligation	
	iii)	Policies are	1
		(d) All	
	iv)	Managerial decisions are taken by intuition according to	1
		(a) The traditional theory	
	v)	In the process of delegation, the superior is not relieved of his	1
		(a) Responsibility	
	vi)	Decentralisation is associated with democratic management where an individual's worth is	1
		(a) Respected	
	vii)	People dislike work according to	1
		(b) Theory 'X'	
	viii)	Quick decisions are possible under	1
		(b) Autocratic Leadership Style	
	ix)	The Hawthorne Studies are associated with which approach?	1
		(b) Human Relation Approach	
	x)	Which communication style is most effective for influencing behaviour?	1
		(a) Assertive	
Q.2	i.	As per explanation	2
	ii.	As per explanation	3
	iii.	As per explanation	5
OR	iv.	As per explanation	5
Q.3	i.	As per explanation	2
	ii.	As per explanation	8
OR	iii.	As per explanation	8
Q.4	i.	As per explanation	3
	ii.	As per explanation	7
OR	iii.	As per explanation	7

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Q.5	i.	As per explanation	4
	ii.	As per explanation	6
OR	iii.	As per explanation	6
Q.6		Attempt any two:	
	i.	As per explanation	5
	ii.	As per explanation	5
	iii.	As per explanation	5

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