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Name.....

Reg. No.....

**FIRST SEMESTER M.Com. DEGREE (REGULAR/SUPPLEMENTARY)  
EXAMINATION, NOVEMBER 2023**

(CBCSS)

Master of Commerce

MCM 1C 04—MANAGEMENT THEORY AND ORGANIZATIONAL BEHAVIOUR

(2019 Admission onwards)

Time : Three Hours

Maximum : 30 Weightage

**Section A***Answer any **four** questions.**Each question carries 2 weightage.*

1. What are the benefits of TQM ?
2. What are the advantages of Kaizen ?
3. What do you understand by the term Perception ?
4. What is the nature of organizational model of self management ?
5. What are the consequences of mental health problems in the workplace ?
6. List out the common characteristics of effective teams
7. What are the functions of organizational culture ?

(4 × 2 = 8 weightage)

**Section B***Answer any **four** questions.**Each question carries 3 weightage.*

8. Explain the features of quality circle.
9. What is bench marking ? Which are the types of bench marking ?
10. Which are the different levels of psychological processes ?
11. What are the strategies for enhancing memory ?
12. Which are the different types of counseling ?

**Turn over**

13. What are the qualities of a leader ?
14. What are the techniques for managing organisational relationships ?

(4 × 3 = 12 weightage)

### Section C

*Answer any **two** questions.  
Each question carries 5 weightage.*

15. Explain the steps and issues in team management.
16. Briefly explain the personality theories.
17. Discuss the theories of motivation.
18. Explain and evaluate the modern schools of management thought.

(2 × 5 = 10 weightage)