ST. JOSEPH'S COLLEGE (AUTONOMOUS), BANGALORE-27

M.COM - I SEMESTER

SEMESTER EXAMINATION: OCTOBER 2019

MCO 7518 - ORGANIZATION MANAGEMENT

Time- 2 1/2 hrs   Max Marks-70

This paper contains <u>two</u> printed pages and <u>four </u>parts

SECTION-A

Answer any TEN of the following questions. Each question carries two marks. (10x2=20)
   1) State any two hygiene factors.
   2) State any two OB Models?
   3) State Maslow's hierarchy needs.
   4) Distinguish between leader and manager.
   5) What is self fulfilling prophecy?
   6) Mention any four differences between HRM and Personnel management.
   7) How is extrinsic motivation different from intrinsic motivation
   8) What is transformational Leadership?
   9) State the roles of HR Manager.
   10) Acronym of MBO & MBE
   11) Define Perception.
   12) List out any four personality traits.

SECTION- B

Answer any THREE of the following questions.
Each question carries five marks.   (3x5=15)

   13) Differentiate between Theory X and Theory Y.
   14) To meet the objectives of the firm, management of Benzy Ltd, has an effective human resource management system.. Identify & explain the various operative functions of human resource management.
   15) Describe the Johari window model.
   16) Elaborate on group decision making process, help us to survive in this cut throat competition.
   17) Explain the various levels of Conflict.

SECTION -C

Answer any TWO of the following questions. Each question carries TEN marks. (2x10=20)

18) What are attitudes?Do you think it is possible to change attitudes?Expalin the ABC model of attitudes.
19) Organisational Behaviour is a multidisciplinary subject-Discuss.
20) Describe the perceptual process followed in an organisation.

SECTION -D

21) Answer the following compulsory question. The question carries fifteen marks.
(1x15=15)

Rahul Sharma joined ABC Ltd in November after a successful stint at XYZ Ltd where he had worked as the assistant team lead. He felt ABC Ltd would give him better career prospects. In ABC Ltd, he joined Ms .Ranjitha's team which consisted of five members. While she was efficient at what she did, she did not take efforts to groom her subordinates. She was also not very generous when it came to recognising their efforts. Time and again Rahul found himself thinking of Suresh, his old Boss and how he had been such a positive influence. Ms. Ranjitha on the other hand, even without doing anything had significantly reduced Rahul's performance at work.

A .Why was Rahul disillusioned. Explain (8 Marks)

b. What should a manager do to avoid such situations? (7 Marks)