



Register Number:

DATE:

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

**M.COM - I SEMESTER**

**END SEMESTER EXAMINATION: Oct 2019**

**MCO7518 : Organizational Management**

**Time- 2 ½ hr**

**Max Marks-70**

**This paper contains two printed pages and four parts**

**Section A**

**I. Answer any ten of the following. (2x10=20)**

1. Define Human resource management.
2. What is fishbowl technique in decision making?
3. What is self fulfilling prophecy?
4. What is leadership?
5. What is HR analytics?
6. What is child ego in transactional analysis?
7. What is meant by group cohesiveness?
8. What are fringe benefits.?
9. Give the meaning of Personality.
10. List out the causes of grievances.
11. What is conflict management?
12. What is Attitude?

**Section B**

**II. Answer any three of the following: 5x3=15**

13. Discuss the various challenges of OB.
14. Explain the different sources of conflict.
15. Explain the Maslow's need hierarchy theory?
16. Does leadership make any difference to the effectiveness of an organization? Defend your position.
17. Discuss about the Johari window in detail.

### Section C

**III. Answer any two of the following: (10x2=20)**

18. Enumerate theory X and theory Y in detail..
19. The role of HR manager is vital in the organization. Explain. And also the different types of roles.
20. Explain the factors which influencing perception. Also highlight the errors in perception.

### Section D

**IV. 21. Answer the following (Compulsory Question) (15x1=15)**

A factory manager was approached by a potential businessman to supply heavy quantities of a particular product within a very short period of time and advanced 50% of the total price. The factory manager rushed to concerned foreman and asked him to start him to start work on the new product immediately. The machines were engaged in the production of another brand and could be free only after 6 hours. The foreman informed the factory manager that the re-setting of the machines and materials would involve an additional 2 hours and if the existing operations are stopped, there would also be loss of materials and wastage of time and would also delay the supply of the earlier order. The factory manager was convinced about the difficulties expressed by the foreman, and told him that when he said " immediately" it did not mean " at once". He was glad that the foreman felt free in placing operational facts before him and told the foreman to take his own decision in starting the manufacture of the new product at the earliest possible so that goods might be delivered to the businessman in time.

**Questions :**

- A. Was it appropriate for the factory manager to give instructions to the foreman face-to-face rather than direct him in writing? ( 4 marks )
- B. Did the foreman misunderstand the message when the factory manager asked him to start work immediately? ( 4 marks )
- C. Did the views of the foreman enrich knowledge of the factory manager in regard to operational facts? ( 4 marks )
- D. Was face-to-face communication useful in promoting better understanding between the factory manager and the foreman? ( 3 marks )