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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?

### 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.