

**SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN  
(AUTONOMOUS)**

**(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)  
Chromepet, Chennai — 600 044.**

**B.Com.(Hons) - END SEMESTER EXAMINATIONS APRIL - 2022**

**SEMESTER - IV**

**20UBHCT4017 - Management Process and Organisational Behaviour**

**Total Duration : 3 Hrs.**

**Total Marks : 60**

**Section A**

Answer any **SIX** questions ( $6 \times 5 = 30$  Marks)

1. Explain the importance of Management.
2. What are the objectives of planning?
3. What are the various sources of recruitment?
4. What is the meaning of selection process? Discuss the steps involved in it.
5. Describe the Maslow's theory of motivation.
6. Explain the communication process.
7. What is the need for organisational behaviour?
8. Justify whether you should resist the change.

**Section B**

**Part A**

Answer any **TWO** questions ( $2 \times 10 = 20$  Marks)

9. Describe the Contributions of Henry Fayol to management thoughts.
10. What are the steps for effective control?
11. Discuss the various techniques of decision making.
12. What are the components of organisational change and organisational growth.

**Part B**

Compulsory question ( $1 \times 10 = 10$  Marks)

13. Ramesh is the owner of a printing press. The size of his organisation has increased during the recent past. There are many employees who work in his organisation. The organisation is considered good and has earned a lot of reputation in the market. However when it comes to making key decisions in the organisation related to many things he never considers the opinion of his subordinates.

**Contd...**

Even though the size of the organisation has increased yet he tries to take all key decisions on his own.

1. Which principle of management is violated here?
2. How will that affect that achievement of company objectives?
3. As a manager what steps will you take to rectify the short comings?

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