

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.(Honours) - END SEMESTER EXAMINATIONS APRIL - 2023

SEMESTER - IV

20UBHCT4017 - Management Process and Organizational Behaviour

Total Duration : 2 Hrs. 30 Mins.

Total Marks : 60

Section B

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

1. State the importance of Management.
2. Explain the various steps of Effective Co-ordination.
3. Classify the term 'Cohesiveness'.
4. Describe briefly about concept of Organizational Climate.
5. List out the various types of Organization.
6. Apply Maslow's Hierarchy of Needs.
7. Illustrate the needs of Organizational Behaviour.
8. Examine in detail about Organizational Growth.

Section C

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

9. Briefly explain about principles of Management.
10. Discuss the various methods of Performance Appraisal.
11. Determine the various types of Communication.
12. Examine:
 - a) Group Dynamics.
 - b) Group Formation.
 - c) Group Decision Making.

Contd...

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

13. Case Study:

Mr. Rakesh is a task oriented manager. He is very hard working and struggles to achieve profits. He gets annoyed when he finds insincere subordinates. His peer groups call him a workaholic and his subordinates a slave driver. He takes a decision of suspending a regular absentee. The union leaders plead a negotiation which is refused by management. Mr. Rakesh demands a letter of apology from the absentee (suspended) worker which the union refuses. The union gives a strike notice to the management.

- a) Analyse the situation.
- b) Is there a need for organising a training programme for all the union members to aim at objectives?
- c) If you were Mr. Rakesh how would you handle the situation?

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