

**Roll No.**

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**Total No. of Pages : 03**

**Total No. of Questions : 10**

**M.Com. (Sem.-1)**  
**MANAGEMENT PRINCIPLES AND ORGANIZATIONAL**  
**BEHAVIOUR**

**Subject Code : MCOP-101-18**

**M.Code : 75333**

**Date of Examination: 12-01-2023**

**Time : 3 Hrs.**

**Max. Marks : 60**

### INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A** contains **EIGHT** questions carrying **TWO** marks each and students has to attempt **ALL** questions.
2. **SECTION-B** consists of **FOUR** Subsections : Units-I, II, III & IV. Each Subsection contains **TWO** questions each carrying **EIGHT** marks each and student has to attempt any **ONE** question from each Subsection.
3. **SECTION-C** is **COMPULSORY** and consist of **ONE** Case Study carrying **TWELVE** marks.

## SECTION-A

- 1. Write short notes on the following :**
- a) Importance of MBO
  - b) What is neo-classical theory of management thought?
  - c) What is rationality in decision-making?
  - d) Is organization an art or science?
  - e) How far motivation is important in an industrial undertaking?
  - f) Transactional vs. Transformational leadership
  - g) Concept of a Group formation
  - h) Main characteristics of organization development.

## SECTION-B

### UNIT-I

2. *“Planning is the thinking process and managers being men of action, should have no use for it”*. Comment.
3. *“Elton mayo is known as the father of Human Relations School”*. Comment.

### UNIT-II

4. *“Controlling should not be considered as the last function of the management”*. Comment.
5. How can a balance be created between centralization and decentralization? Also, discuss the advantages of decentralization of authority in an organization.

### UNIT-III

6. In what sense are the trait and behavioral approaches to study leadership behavior are two sides of the coin. How are the two approaches essentially different?
7. *“Organizational behavior represents interaction among individuals, groups and the organization”*. Elucidate this statement.

### UNIT-IV

8. *“Conflict is destructive in nature and should be resolved as soon as possible after it has developed”*. Comment.
9. Explain briefly the process through which management try to overcome resistance to change.

## SECTION-C

10. **Read the Case study and answer the following questions :**

Mr. Natarajan is working in the capacity of a Senior Manager in BNB Courier services Pvt. Ltd. for the last 20 years. His track record of performance for the past 20 years is excellent He is known as very disciplined and sincere manager. He is being termed as a role model for new appointees by the directors of the Company. Of late, he seems not very happy with the developments in his office. He keeps on grumbling about the new junior manager and their attitude towards job. He strongly opposed the 'Work from home' policy announced by top management for junior the savvy managers. Mr. Natarajan is very strict about workplace discipline and reporting timings. This has sparked conflict

between him and the new batch of junior managers. He started feeling that top management is very soft on new batch of junior managers and gradually his importance is waning. He is unable to hide frustration and many a times becomes critically vociferous in meetings with top management representatives.

Now there is a question before top management how to console veteran of 20 years and keep cordial relations in an organization?

***Questions :***

- a. Elaborate the different types of conflicts, observed in the above case study and possible solutions for it.
- b. Consider yourself in the place of Top management and describe the strategy to maintain cordial relationship in an organization

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**