



Reg No

Date:

ST. JOSEPH'S COLLEGE (AUTONOMOUS), BANGALORE-27
M.COM -I SEMESTER
SEMESTER EXAMINATION: OCTOBER 2019
MCO 7518 – ORGANISATIONAL MANAGEMENT

Time- 2.5 hrs

Max Marks-70

This paper contains two printed pages and four parts

Section A

(Answer any 10 questions.)

(10*2=20 marks)

1. List the big 5 traits of personality.
2. Give the meaning of Group Cohesiveness.
3. What is ZOPA in conflict resolution?
4. Give an example of a semantic barrier to communication
5. State any two challenges of OB
6. List the main leadership styles with relevant examples.
7. What are Hygiene factors?
8. State the Halo effect.
9. What is BYOD?
10. How is perception different from sensation?
11. Who is a dogmatic individual?
12. What are the traits of a "bull in a china shop"

Section B

(Answer any three questions).

(3*5=15 marks)

13. Discuss the various ego states in an individual.
14. Mr. Aditya the marketing manager of Wish Ltd achieved his targets for three consecutive quarters and therefore found his name on the RR(Rewards and recognition) board of the Company. He also was asked to suggest marketing strategies

for the launch of their new product .Identify and explain the two functions of HRM in the above case.

15. Discuss Managerial grid as a tool of leadership.
16. What is Group decision making? Explain some techniques that help in this.
17.
 - a. Explain ERG theory as a reformulation of Maslow's need theory
 - b. Classify the following under the various heads of Maslow's needs.
 1. Permanent job
 2. WhatsApp group
 3. Challenging assignment
 4. Insurance benefits;
 5. Awards

Section C

Answer any two questions

(2*10=20 marks)

18. Explain the various reasons which prevents a stimulus from being perceived as they are.
19. "Varied personalities lead to incompatible choices and opinions". Discuss the causes and remedies
20. HRM is a premeditated tool to manage people and the work culture .Explain.

Section D

21. COMPULSORY Question

(1*15=15 marks)

Rahul Sharma joined ABC Ltd in November after a successful stint at XYZ Ltd where he had worked as the assistant team lead. He felt ABC Ltd would give him better career prospects. In ABC Ltd, he joined Ms .Ranjitha's team which consisted of five members. While she was efficient at what she did, she did not take efforts to groom her subordinates. She was also not very generous when it came to recognising their efforts. Time and again Rahul found himself thinking of Suresh, his old Boss and how he had been such a positive influence. Ms. Ranjitha on the other hand, even without doing anything had significantly reduced Rahul's performance at work.

A .Why was Rahul disillusioned. Explain (8 Marks)

b. What should a manager do to avoid such situations? (7 Marks)