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Total No. of Pages : 02

Total No. of Questions : 17

**M.Com. (2018 & Onwards) (Sem.-1)**  
**MANAGEMENT PRINCIPLES AND ORGANIZATIONAL**  
**BEHAVIOUR**

Subject Code : MCOP-101-18

M.Code : 75333

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****Write short notes on the following :**

1. Briefly explain the type of plans.
2. Discuss briefly the nature of management.
3. Formal vs. Informal Organization.
4. Discuss briefly the bases of departmentalization.
5. Does heredity affect the development of personality?
6. Write a brief note on application of motivation.
7. Discuss the sources of power.
8. Define the term "Change Agents".

**SECTION-B****UNIT-I**

9. "With the aim to achieve greater efficiency and performance, employee's motivation is really important to have and Management by Objectives (MBO) is a best approach to do so." In support of this statement, elucidate the concept and importance of MBO.
10. Elucidate in detail the contributions of Henry Fayol to management thought.



**UNIT-II**

11. *"Control is not applied when everything else is done; rather it is a continuous process".* In support of this statement detail out the control process.
12. Explain in detail the concept of delegation. Discuss in detail the importance of delegation and the factors affecting delegation.

**UNIT-III**

13. *"Behavioral theories of leadership are static".* Do you agree or disagree? Discuss.
14. Discuss in detail the concept of individual behavior and the determinants of individual behavior.

**UNIT-IV**

15. *"Conflict is destructive in nature and it should be resolved as soon as possible after it has been developed".* Comment on the statement by detailing out the management of a conflict.
16. Explain the term "group formation". Discuss in detail the stages of group formation.

**SECTION-C**

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

Carbonite is a fast-growing manufacturing company. Mr. Dalip Khanna is the supervisor of a warehouse where unskilled workers are working. A few months back, the management had decided to install the new merchandised material handling equipment to reduce costs. Before installing the new equipment, Mr. Khanna made a lot of efforts to introduce the change by involving all the workers in it, since the workers lacked training and knowledge about productivity and cost reduction effects of this equipment. Ultimately, the new equipment was installed with the active cooperation of the workers. A few months afterwards, the company decided to install a sophisticated fixture in the electronic assembly department among a group of technical workers. Considering Mr. Khanna's success in the previous change, this job was also assigned to him. Mr. Khanna did not expect any opposition since the group consisted of educated employees who were in a better position to understand. Accordingly, he didn't make much effort introducing the new equipment which he had done in the past. The result was beyond anybody's imagination. The group resisted tooth and nail the introduction of the new system until it was given up. The mistake proved very costly to Mr. Khanna and he lost the job.

**Questions :**

- a) What, in your opinion, Mr. Khanna would have done to avoid resistance by the technical group to the proposed change?
- b) How do you explain the behavior of the two groups in accepting or rejecting the change contemplated by the management?

**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.**