



PJ – 539

I Semester M.Com. (FA) Degree Examination, January/February 2019
(CBCS)

Paper – 1.2 : MANAGING PEOPLE IN ORGANISATIONS

Time : 3 Hours

Max. Marks : 70

Instruction : Answer all Sections.

SECTION – A

1. Answer **any seven** questions. Each carries **two** marks.

(7×2=14)

- a) What do you mean by 360° performance appraisal ?
- b) Define emotional intelligence.
- c) Give the meaning of approach-avoidance conflict.
- d) Define HRD.
- e) Give the meaning of escalation of commitment.
- f) What do you understand by perception ?
- g) What is group dynamics ?
- h) Define whistle-blowing.
- i) Give the meaning of burnout.
- j) What is TQM ?

SECTION – B

Answer **any four** questions. Each question carries **five** marks.

(4×5=20)

2. Briefly explain Myers-Brigg's type indicator.
3. Explain the need of hierarchy theory of motivation.
4. What do you mean by organisation change ? Explain why people resist to change.

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5. How does Human Resource Planning differ from Man Power Planning ?
6. Explain the sources of work related stress.
7. Explain the principles of organisational culture.

SECTION – C

Answer **any three** questions. **Each** question carries **twelve** marks. **(3×12=36)**

8. Give the meaning of leadership. Explain the different styles of leadership and their drawbacks.
 9. Briefly explain the sources of conflict and the ways of resolving them.
 10. Explain the process of interpersonal communication and barriers to communication, suggest remedial measures to overcome them.
 11. Performance appraisal is an necessary tool for an organisation – Explain the different types of appraisals along with their benefits.
 12. Employees hiring and firing is the current trend in the private organisations. Explain the statement with the view of employee and employer.
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