



I Semester M.Com. (FA) Examination, August/September 2021
(CBCS Scheme)

Paper – 1.2 : MANAGING PEOPLE IN ORGANISATIONS

Time : 3 Hours

Max. Marks : 70

SECTION – A

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

1. a) What is Human Resource Planning ?
- b) What is Hawthorne Study ?
- c) What is 360-degree appraisal ?
- d) What is group dynamics ?
- e) Define operant learning.
- f) What is work stress ?
- g) What are the elements of attitude ?
- h) Define group cohesiveness.
- i) What is organizational change ?
- j) What are flatter structures ?

SECTION – B

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

2. Discuss the benefits and drawbacks of performance appraisals.
3. Examine briefly the various methods of training employees in organizations.
4. What is the importance of values to working executives in organizations today ?
5. What are the “personal factors” which affect individual behavior in an organization ?



6. Explain briefly the different bases of power.
7. How can organizations strengthen upward and downward communication ?

SECTION – C

Answer **any three** of the following. **Each** question carries **twelve** Marks.

8. Discuss the import milestones in the evolution of management thought.
9. What do you understand by “Perception” ? Discuss some of the managerial implications of perception.
10. Explain Abraham Maslow’s theory of human needs and how does it differ from Herzberg’s theory of motivation.
11. What are the reasons for employees’ resistance to change ? How can it be minimized by management ?
12. Explain the various styles of leadership and discuss their application in organizations.

SECTION – B