

CREDIT BASED FIFTH SEMESTER B.Com. DEGREE EXAMINATION OCTOBER 2013  
COMMERCE  
ORGANISATION DEVELOPMENT AND TOTAL QUALITY MANAGEMENT

Time: 3 Hrs

Max. Marks: 80

SECTION – A

Answer any Three questions:

3X20=60

1. What is meant by Organisational Development? Explain the process involved in the organization development.
2. What is meant by change cycle? Explain Kotter’s 8 step model of change.
3. What is Learning? What are the skills needed for learning? Explain the classical conditioning theory of learning.
4. What is TQM? Explain the features, principles and barrier of TQM.

SECTION – B

Answer any Three questions:

3X5=15

5. Write a note on benchmarking and reengineering.
6. Explain the concepts of formal groups and informal groups.
7. Explain the importance of corporate responsibility and ethics in an organization.
8. Briefly explain the profile of organization culture.

SECTION – C

Answer all the questions:

5X1=5

9. Define action research.
10. Mention the phases of learning.
11. What is meant by change cycle?
12. What is a team?
13. What are quality circles?

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OCTOBER 2014  
COMMERCE  
ORGANISATION DEVELOPMENT AND TOTAL QUALITY MANAGEMENT**

**Time: 3 Hrs**

**Max. Marks: 80**

**SECTION – A**

**Answer any Three questions:**

**3×20=60**

1. What is meant by organization development? Explain the characteristics and process of organization development.
2. What is Learning? Explain the classical conditioning theory of learning.
3. "Quality of work life is evolved to solve problems and achieve organization development" – Explain in the context of features and Model of Quality of work life.
4. "To improve is to change, to be perfect is to change often" – Elucidate the statement in the light of various levels of changes and the effective management of resistance to change.

**SECTION – B**

**Answer any Three questions:**

**3×5=15**

5. Distinguish between traditional organization and learning organization.
6. What is organization culture? Give a brief profile of organization culture.
7. How do teams differ from groups? Explain the relationship between group cohesiveness and productivity of group members.
8. Briefly describe any five tools of Total Quality management.

**SECTION – C**

**Answer all the questions:**

**5×1=5**

9. What is the meaning of organizational mirroring?
10. Mention any two agents of change in an organization.
11. Write any two objectives of TQM.
12. Give any two strategies to reduce inter-group conflicts.
13. Mention the steps of Learning.

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COM 506.1

Reg. No. ....

**CREDIT BASED FIFTH SEMESTER B.Com. DEGREE EXAMINATION  
OCTOBER 2015  
COMMERCE  
ORGANISATION DEVELOPMENT AND TOTAL QUALITY MANAGEMENT**

Time: 3 Hrs

Max. Marks: 80

**SECTION – A**

**Answer any THREE questions:**

**3×20=60**

1. Define organizational development. How can an organizational development programme be implemented in an organization effectively? Describe its objectives and process.
2. Explain with the help of a diagram the concept of action research as an approach to problem solving.
3. What are the causes for resistance to change in an organization? Explain the external and internal forces that bring change in the organization.
4. What is TQM? Explain the principles and barriers of TQM. Explain how to overcome such barriers?

**SECTION – B**

**Answer any THREE questions:**

**3×5=15**

5. Explain any five differences between traditional and learning organizations.
6. Outline the model for quality of work life in an organization.
7. Differentiate between groups and teams.
8. What is Group Cohesiveness? Explain its determinants.

**SECTION – C**

**Answer all the questions:**

**5×1=5**

9. What is Organizational Mirroring?
10. What is meant by Strategic Change?
11. Mention the types of Action Research.
12. What is meant by Bench Marking?
13. What is the objective of six sigma approach?

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COM 506.1

Reg. No. ....

**CREDIT BASED FIFTH SEMESTER B.B.M. DEGREE EXAMINATION APRIL 2016  
BUSINESS MANAGEMENT  
ORGANISATION DEVELOPMENT AND TOTAL QUALITY MANAGEMENT**

Time: 3 Hrs.

Max. Marks: 80

**SECTION – A**

Answer any **THREE** questions:

3×20=60

1. What is Organisation Culture? Explain the characteristics and profile of Organisation Culture.
2. What is change? What are the causes for resistance to change in an organization? Explain how to overcome them?
3. What is TQM? What are the features and barriers of TQM? Mention the measures to overcome the barriers of TQM.
4. What is corporate social responsibility? Explain the arguments for and against corporate social responsibility.

**SECTION – B**

Answer any **THREE** questions:

3×5=15

5. Explain in brief the classical conditioning theory of learning.
6. Write a note on 'change agent'.
7. Explain any five types of groups.
8. Briefly explain any five tools of TQM.

**SECTION – C**

Answer **ALL** the questions:

5×1=5

9. State any two types of action research.
10. Write any two differences between traditional and learning organization.
11. State any two level of change.
12. What is Organisational Mirroring?
13. What is quality of work life?

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