

CLASS: M.Com.

15A/268

St. JOSEPH'S COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI – 620 002

SEMESTER EXAMINATIONS – APRIL 2015

TIME: 3 Hrs.

MAXIMUM MARKS: 100

SEM	SET	PAPER CODE	TITLE OF THE PAPER
IV	2013	12PCO4115	ELECTIVE – III: EXECUTION EXCELLENCE

SECTION – A

Answer all the questions:

20 x 1 = 20

Choose the correct answer:

- Which of the following is not the characteristic of strategic thinkers?
 - Flexibility
 - Future focus
 - Positive outlook
 - Rigidity
- Adoption of unorthodox and Illogical methods to solve the problems is specifically called
 - Lateral thinking
 - Strategic thinking
 - Conventional thinking
 - Traditional thinking
- The term conflict management usually refers to the
 - Short term management of intractable conflicts
 - Long term management of intractable conflicts
 - Management of functional conflict alone
 - Management of dysfunctional conflict alone
- Risk which can be eliminated through diversification is called
 - Systematic risk
 - Unsystematic risk
 - Parallel risk
 - None of the above
- Which of the following motivation theory was advocated by Maslow?
 - Hierarchy of Needs theory
 - Two-factor theory
 - Maintenance theory
 - ERG theory

Fill in the blanks:

6. Change that aims at altering the attitudes, behaviour and skill of the employees in an organization is called _____ centred change.
7. The term lateral thinking was coined or used by _____ in 1967.
8. Conflict that reduces the group effectiveness and cohesiveness is called _____ conflict.
9. Prioritizing between work on the one hand and life on the other hand is called _____.
10. Theory _____ of McGregor represents the traditional approach to management.

State True or False:

11. Lateral thinking is also called 'Out of box thinking'.
12. Strategic thinking is the other name for conventional and orthodox thinking.
13. Unilateral power is one of the new approaches to change.
14. Motivation is process oriented and concerns choice, direction and goals.
15. Risk taking is not an inherent part of business.

Answer in one or two sentences:

16. What do you mean by strategic thinking?
17. Define the term change.
18. State any two uses of lateral thinking.
19. State any two merits of functional conflict.
20. Point out the meaning of mentoring.

SECTION – B

Answer all the questions:

5 x 7 = 35

21. a. Discuss in detail the steps involved in strategic thinking process.

OR

- b. Explain the feature of strategic thinking with example.
22. a. What are the salient features of conflict?

OR

- b. Describe the characteristics of LEVEL V leaders.
23. a. Discuss the principles of change management.

OR

- b. Explain the changes relating to organizations.
24. a. Distinguish between mentoring and coaching.

OR

- b. Discuss about the types of risk with examples.
25. a. Describe the importance of work-life balance for employees.

OR

- b. Critically evaluate the ways for managers to remain motivated at work place.

SECTION – C

Answer any THREE questions:

3 x 15 = 45

- 26. Discuss in detail the steps involved in strategic thinking process.
- 27. Enumerate the strategies for conflict resolution with relevant example.
- 28. Examine the reason for resistance to change and also explain the ways to overcome such resistance.
- 29. Critically evaluate the different types of mentoring with examples.
- 30. Illustrate with example the different types of motivation and also explain the motivation technique suitable for motivating managerial personnel.
