

**STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600086**  
**(For candidates admitted from the academic year 2023 – 2024 and thereafter)**

**M.COM DEGREE EXAMINATION – APRIL 2026**  
**COMMERCE**  
**FOURTH SEMESTER**

**COURSE : CORE**  
**PAPER : MANAGEMENT OF TRANSFORMATION**  
**SUBJECT CODE : 23CM/PC/MT44**  
**TIME : 3 HOURS** **MAX. MARKS: 100**

<b>SECTION A</b>				
<b>Q. No.</b>	<b>Answer all questions</b>	<b>(4 x 5 = 20)</b>	<b>CO</b>	<b>KL</b>
1	What is Transactional leadership?		1	K1
2	List the types of Leadership styles.		2	K2
3	Define Industrial sickness.		1	K1
4	What is Process mapping?		2	K2
<b>SECTION B</b>				
<b>Q. No.</b>	<b>Answer the following questions</b>	<b>(4 x 10 = 40)</b>	<b>CO</b>	<b>KL</b>
5	A) Analyze causes and consequences of resistance to change in organizations.  <b>(OR)</b> B) Demonstrate how internal leadership development supports succession planning.		3	K3
6	A) Examine the role of IBC and DRT in corporate restructuring. <b>(OR)</b> B) Compare qualitative and quantitative sickness prediction models.		3	K3
7	A) Apply BPR principles to improve customer service operations. <b>(OR)</b> B) Describe the process mapping techniques to streamline workflows.		4	K4
8	A) Explain the turnaround management in detail. <b>(OR)</b> B) Create a support system for sustaining organizational change with examples.		4	K4
<b>SECTION C</b>				
<b>Q. No.</b>	<b>Answer the following questions</b>	<b>(2 x 20 = 40)</b>	<b>CO</b>	<b>KL</b>
9	A) Create a framework for managing political forces during transformation.  <b>(OR)</b> B) Develop a leadership succession framework for a growing Enterprise.		5	K5
10	A) Formulate a recovery plan integrating financial, behavioral and technical strategies.  <b>(OR)</b> B) Apply the Six Box Model to diagnose organizational problems.		5	K5

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