

D-1406

Sub. Code

30811

DISTANCE EDUCATION

M.A. (PM and IR) DEGREE EXAMINATION, MAY 2019.

First Semester

PRINCIPLES OF MANAGEMENT

(CBCS 2018-2019 Academic year onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define: Management.
2. Name the theories of management.
3. Write down the components of planning.
4. What are the rational decision making strategies?
5. Classify the various types of organisations.
6. Define departmentalization.
7. Write a few lines about orientation.
8. What is creativity?
9. 'Coordination' - Give the meaning.
10. What is meant by 'integrated control'?

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions choosing either (a) or (b).

11. (a) Explain the patterns of the management analysis.

Or

- (b) Describe the Universality of Management.

12. (a) Elucidate the nature and purpose of Planning.

Or

- (b) Portray the meanings and types of decision making.

13. (a) Explicate the organizing functions of management.

Or

- (b) Compare and contrast formal and informal groups in organisations.

14. (a) Give an account on the general principles of staffing and its importance.

Or

- (b) Explain the various types of communication and say why communication is considered to be a process.

15. (a) Enumerate the objectives and devices of control.

Or

- (b) What is Six Sigma? Explain it.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE out of five questions.

16. Describe the contributions made by F.W. Taylor to management.
 17. Explain about centralization and decentralization.
 18. Expound the Motivation theory of Maslow.
 19. Give the concept, meaning, characteristics and importance of co-ordination in management.
 20. Detail the total quality management.
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DISTANCE EDUCATION

M.A. (PM and IR) DEGREE EXAMINATION, MAY 2019.

First Semester

ORGANISATIONAL BEHAVIOUR

(CBCS 2018-2019 Academic year onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define personality.
2. Give the meaning of attitude.
3. What is organizational power?
4. List the group norms.
5. Write any two issues in organizational climate.
6. Name two strategies for resolving destructive conflict.
7. How behavioural communication is useful to business?
8. Give the challenges of organizational behaviour at international level.
9. State the significance of organizational culture.
10. Why is change considered to be a process?

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions choosing either (a) or (b).

11. (a) Elucidate the models of organizational behaviours.

Or

- (b) Describe personality and attitudes.

12. (a) Write short notes on attitude relationship with behaviour.

Or

- (b) Clarify the importance of problem solving and decision making.

13. (a) Bring out the meaning of 'stress' and explain the various types of stress management.

Or

- (b) Elucidate the organizational efficiency, effectiveness and excellence.

14. (a) Expound the theories of organizational climate.

Or

- (b) Enumerate the strategies to overcome non-verbal communication barriers.

15. (a) How does stability differ from 'change'? Explain in the light of organizational behavior.

Or

(b) Explain about learning organisations.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE out of five questions.

16. Describe the trends and disciplines of organizational behaviour.
 17. Detail the relationship between personality and political behaviour.
 18. Explain about team work, its objectives, importance, and formation of teams.
 19. What is organisational culture? Explain its creation, maintenance and change.
 20. Detail the meaning nature, and causes of organizational change.
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DISTANCE EDUCATION

M.A. (PM and IR) DEGREE EXAMINATION, MAY 2019.

First Semester

HUMAN RESOURCE MANAGEMENT

(CBCS 2018-2018 Academic year onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer any FIVE questions.

1. What is succession planning?
2. Name the sources of recruitment.
3. What is simulation?
4. Write a short note on executive development.
5. What is meant by fringe benefits?
6. Write down the implications of job change.
7. What is called demotions?
8. How are the grievances of employees redressed?
9. State any two roles of trade unions.
10. What is the necessity for maintaining Personnel records?

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions choosing either (a) or (b).

11. (a) Elucidate the role and structure of human resource function in organisations.

Or

- (b) Describe in detail about the role of human resource manager

12. (a) Differentiate the domestic Vs global sources of recruitment.

Or

- (b) How are effective interviews designed and conducted?

13. (a) Explain on-the-job and off-the-job development techniques.

Or

- (b) Interpret the health and Society security measures taken for the benefit of an employee.

14. (a) Describe the MBO approach of performance appraisal.

Or

- (b) Enumerate how promotions and transfers are managed.

15. (a) Categorise the statutory and non-statutory benefits of employee welfare.

Or

- (b) Explain human resource information system.

SECTION C — (3 × 10 = 30 marks)

16. Discuss on the different human resource management approaches.
 17. Detail the human resource policies, its need, scope and purpose.
 18. Elaborate the need and programmes conducted for executive development.
 19. Present a detailed account on managing careers.
 20. Explain about the records and reports maintained under the human resource information system.
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DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, MAY 2019.

First Semester

LABOUR LEGISLATIONS — I

(CBCS 2018 – 2019 Academic year onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What provisions are made for health in factories Act, 1948?
2. Write down the penalty provisions available in favour of an employee.
3. What is Industrial Dispute Act?
4. Define retrenchmen.
5. What is mean by lock-out?
6. Give the provisions of Medical Benefit Council.
7. State any two miscellaneous provisions available for inspectors.
8. How are the industrial disputes settled?

9. Contract labour Regulations and Abolition Act - Meant for what?
10. How is the due money recovered from the employer?

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

11. (a) Describe about licensing and registration of factories.

Or

- (b) Expound in detail about the Workmen's Compensation Act.

12. (a) Review on the compensation method of calculating wages.

Or

- (b) Explicate on settlement and strikes.

13. (a) Explain the powers and duties of authorities.

Or

- (b) Write in detail about the provisions available in transfer of accounts.

14. (a) Explain about the conditions of service to remain unchanged under certain circumstances.

Or

- (b) What is EPF? How are the employees benefitted?

15. (a) Define Shops and Establishments Act and write down the provisions of it.

Or

- (b) Throw light on the concept salvation at door steps.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Discuss in detail about the Workmen's Compensation Act.
17. Enumerate the appointment of inspectors, their duties, disputes and claims.
18. Attempt on the Employee's State Insurance Act.
19. Elaborate the provisions relating to transfer of accounts and liability in case of transfer of establishment exemption.
20. How do Contract Labour Regulations and Abolition Act contribute to the employees?
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DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, MAY 2019.

Second Semester

PUBLIC PERSONNEL ADMINISTRATION

(CBCS 2018 – 2019 Academic year onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. Write any two characteristics of public personnel administration.
2. What do you mean by public services?
3. Give the implications of maladies.
4. Write the steps involved in the career planning strategy.
5. What is meant by performance appraisal?
6. Bring out the objectives of training process.
7. Classify the types of promotions in Indian civil services.
8. How are the under privileged people recognised in the recruitment of various services in India?
9. Enumerate some of the functions of SSC.
10. Write the significance of personnel administration.

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) Write short note on patronage system of selection.

Or

- (b) Suggest some measures to improve employee morale.

12. (a) Describe the meaning of career development and career planning.

Or

- (b) Examine the concept of promotion.

13. (a) Present on the bases of bureaucracy.

Or

- (b) Enumerate the special features of civil services.

14. (a) Discuss the importance of motivation of personnel in administration.

Or

- (b) Explain the concept of redressal of public grievances.

15. (a) Bring out the various types of recruitment.

Or

- (b) Describe on retirement and retirement benefits.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Make an attempt on civil service in the context of modern bureaucracy.
 17. Draw an essay on the various roles of UPSC and SSC.
 18. Portray the problems existing in the recruiting process and suggest few ways to overcome them.
 19. Discuss on the need for good and healthy morale of the 21st century civil servants.
 20. Analyse the development of public services at various stages in India.
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DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, MAY 2019.

Second Semester

LABOUR LEGISLATIONS — II

(CBCS 2018 – 2019 Academic year onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define trade union.
2. What is meant by Gratuity?
3. What is a balance sheet?
4. What does the wages Act, 1936 signify?
5. Portray your views on deduction and fines.
6. How do psychological factors influence industrial relations?
7. What are illegal strikes?
8. Define the term interim-bonus.
9. What are the elements of industrial disputes?
10. Define the term liability.

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

11. (a) Present the objectives of the payment of gratuity Act.

Or

- (b) Define strike. Are strikes prohibited by law? Discuss your answer with the support of decided cases.

12. (a) Describe child Labour with reference to the Act.

Or

- (b) Explain the provisions of the payment of Gratuity Act, 1972 workers.

13. (a) What are the roles of authorities in maintenance of records and registers?

Or

- (b) Describe on industrial employment Act, 1946.

14. (a) State the power of a certifying officer.

Or

- (b) Explain in detail on payment of bonus Act.

15. (a) Discuss the Problems of Trade Unions in India.

Or

- (b) Explain the difference between salary and wage.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Write a short note on statutory provisions as to the procedure of hearing complaints regarding delay in payment of wages?
 17. State the salient features of the Trade Union Act, 1926.
 18. Critically examine the law relating to strikes in India. Discuss whether an 'illegal strike' can be justified and the workmen would be entitled to wages during the period of 'illegal strike'?
 19. Make an attempt on eligibility for bonus and payment of bonus with regard to adjustment of customary/productivity.
 20. Write an essay on powers of appropriate government offences and penalties.
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DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, MAY 2019.

Second Semester

TRAINING AND DEVELOPMENT

(CBCS 2018 – 2019 Academic year onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. 'Training is an investment and not an expense'.
Comment.
2. What are the various features of budget estimate?
3. What do you mean by tax slap?
4. What are the duties of training managers?
5. What are the implications of employees training?
6. What are the different methods used to evaluate training?
7. Define cost benefit analysis.
8. What is CSR?
9. What do you mean by ice breaking?
10. Suggest your views on design of evaluation.

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) Give the need and objectives of training.

Or

- (b) Bring out the importance of official training.

12. (a) Present the pros and cons of GST.

Or

- (b) Portray your views on the challenges faced by training managers.

13. (a) Write notes on ROI and IRR.

Or

- (b) Explicate on learning cycles.

14. (a) What are the various methods of on-the-job training?

Or

- (b) What are the barriers to an effective training process? Suggest ways to make training better.

15. (a) Describe the role of trainer and line manager in evaluation.

Or

- (b) Siddhartha and mani are working in a canteen and R & D respectively. They both are good friends and feel that their performance is not measurable. How would you measure their performance? Apply performance parameters suitable for cost centers.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. “Training process is not a step by step process, whereas it is an overlapped process”. Elucidate.
 17. Discuss how training and development may be used by the government to enhance quality of service delivery to the people.
 18. Make an attempt on Evaluation of training.
 19. Explain the emerging issues related to training and development in India.
 20. Examine the various roles of management associations.
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DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, MAY 2019.

Second Semester

BUSINESS ENVIRONMENT

(CBCS 2018 – 2019 Academic year onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What are the significance of business environment?
2. What do you mean by the PESTLE?
3. Identify the factors of production.
4. Elaborate SSI, WTO.
5. What do you know by GDP?
6. Define the term stock exchange.
7. What is fiscal system?
8. Write a few roles of capital markets.
9. What do you mean by time lag in technology?
10. Suggest your views on law on patents.

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) Explain with examples about the merit and demerit of micro business.

Or

- (b) Illustrate the role of world bank in global economic development.

12. (a) Outline the concept of LPG.

Or

- (b) Explicate on technology trade in India.

13. (a) Explain the term societal structure.

Or

- (b) Examine the reasons why profit is important to a trade.

14. (a) Examine on foreign exchange and business development.

Or

- (b) Describe the role of Government in business.

15. (a) Describe the need for clean energy.

Or

- (b) Elaborate the role of trade unions in promoting the life of the workers.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Attempt on industrial development strategies in India.
 17. Critically review on Global trade and investment environment.
 18. Draw an essay on stock exchanges and its regulations.
 19. Discuss on the role of information technology in business environment.
 20. Examine on the aspects of privitisation and its impact on business development.
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