

D-4929

Sub. Code

30811

DISTANCE EDUCATION

M.A. (PM&IR)DEGREE EXAMINATION, DEC 2020.

First Semester

PM & IR

PRINCIPLES OF MANAGEMENT

(CBCS 2018-19 Academic year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define Management.
2. List out four contributors who contributed in formulating theories of Management.
3. What do you mean by MBO?
4. Explain briefly Global Organizing.
5. What is meant by Span of Control?
6. Discuss the importance of Training on Employee's development.
7. Mention the Leadership styles.
8. What do you mean Communication?
9. What are the objectives of Controlling?
10. Explain the term six sigma in Management.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain scope and functions of Management.

Or

- (b) Discuss the contributions made by F.W. Taylor to Management.

12. (a) Describe types and process of Decision-making under conditions of certainty and uncertainty.

Or

- (b) Elucidate the Line and Staff functions of Management.

13. (a) Enumerate the general principles of Staffing and its techniques.

Or

- (b) Describe any two motivational theories and its significance for the Management.

14. (a) “Communication helps to develop an Employee’s performance as well as organizational development” — Discuss.

Or

- (b) Explain the importance of co-ordination in the Organization.

15. (a) Discuss holistic approach for Managers in Decision making and its relevance of values in Management.

Or

- (b) What is Business process reengineering and its importance in Management?

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Describe purpose, principles and components of planning for better administration of Management.
 17. Explain importance, purpose and scope of Organization.
 18. Discuss importance of motivation and narrate Human factor of motivation.
 19. Elaborate significance and functions of Leaders in an organisation.
 20. Write in detail the special control techniques on Controlling.
-

D-4930

Sub. Code

30812

DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, DEC 2020.

First Semester

PM & IR

ORGANIZATIONAL BEHAVIOR

(CBCS 2018-19 Academic year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Explain the meaning of Organizational Behaviour.
2. What do you mean by Job Satisfaction?
3. What is Stress?
4. What is group norms?
5. Specify sources of Power.
6. What is Organizational Conflict?
7. Write the meaning of Organizational Culture.
8. List out barriers to Communication.
9. What is reaction to change?
10. Specify the role of Organizational Development.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain the challenges and opportunities of OB.

Or

- (b) Describe Determinants of Personality.

12. (a) Write short notes on :

(i) Emotions

(ii) Perception

Or

- (b) How will you manage stress?

13. (a) What are the types of groups in an Organization?

Or

- (b) What are the factors creating political behaviour?

14. (a) Explain conflict process.

Or

- (b) What is group dynamics?

15. (a) Mention any one theory of Organizational Culture.

Or

- (b) Explain the Resistance to Change.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Discuss Global Emergence of OB as a discipline.
 17. Elaborate the Nature of Organizational Power. Specify its limitations.
 18. How does Communication help in developing an Organization?
 19. Write a note on Organizational effectiveness and excellence.
 20. Global and Cultural Diversity — Discuss.
-

D-4931

Sub. Code

30813

DISTANCE EDUCATION

M.A. (PM&IR)DEGREE EXAMINATION, DEC 2020.

First Semester

PM & IR

HUMAN RESOURCE MANAGEMENT

(CBCS 2018-19 Academic year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. List out objectives of Human Resource Management.
2. What do you mean by Personnel Policy?
3. Discuss the significance of Computer aided Interview.
4. What is meant by Human Resource Accounting?
5. Write short notes on Bonus.
6. Explain Performance Appraisal.
7. What is meant by Sweek Enquiry?
8. How do you prevent accident in Industries?
9. Explain the term Trade Union.
10. What do you mean E-Record on Employees?

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain scope of Human Resource Management.

Or

- (b) Examine the role of Human Resource Manager on Human Resource Planning.

12. (a) Discuss the role of IT and recruiting on the Internet in recruitment and selection process.

Or

- (b) What are the Training Techniques followed while providing Training in Industries?

13. (a) Describe factors influencing in Wages and Salary Administration.

Or

- (b) Explain various Retention methods.

14. (a) Write briefly MBO approach towards Appraising of Employees Performance.

Or

- (b) Explain causes and consequences of Labour Attrition.

15. (a) Discuss the importance of Welfare and Safety on Employee Werfare.

Or

- (b) Discuss the role of Trade Union on maintaining Industrial Relations in Industries.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Explain functions and challenges of Human Resource Management.
 17. Discuss roles and responsibilities of HR Department in Industries.
 18. Describe Selection Process while Recruitment and Selection of Employees in Industries.
 19. Explain methods of Performance Appraisal.
 20. Discuss the various strategies of handling grievances.
-

D-4932

Sub. Code

30814

DISTANCE EDUCATION

M.A. (PM&IR)DEGREE EXAMINATION, DEC 2020.

First Semester

PM & IR

LABOUR LEGISLATIONS — I

(CBCS 2018-19 Academic year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What are the working hours of adult workers?
2. Who is a manager and an occupier?
3. What is an industrial dispute?
4. What is Lay-off?
5. What is unfair labour practices?
6. How compensation is calculated?
7. Specify provisions relating to contribution under ESIC.
8. List out functions of Inspectors in case of dispute.
9. What is PF?
10. Explain Transfer of accounts.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain the health provisions under Factories Act.

Or

- (b) Write a note on registration of factories.

12. (a) How Compensation is calculated?

Or

- (b) Write a note on remedies of employer against stranger.

13. (a) Authorities for settlement of industrial disputes — Discuss.

Or

- (b) Describe salient features of Shops and Establishments Act, 1947.

14. (a) Write a note on standing committee in ESIC.

Or

- (b) Explain PF scheme.

15. (a) Liability in case of transfer of establishment — Examine.

Or

- (b) Explain in detail on Recovery of money due from employer.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Describe the safety provisions under Factories Act, 1948.
 17. Explain the salient features of Workmen's Compensation Act, 1923.
 18. Write a detailed note on transfer and closure of undertakings.
 19. Explain the salient features of ESIC Act, 1948.
 20. Highlight the features of Contract Labour Regulation and Abolition Act, 1970.
-

D-4933

Sub. Code

30821

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DEC 2020.

Second Semester

PUBLIC PERSONNEL ADMINISTRATION

(CBCS 2018-19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define public personnel administration.
2. What is 'general list'?
3. Define Career development.
4. Give the purpose of civil service.
5. Mention the importance of recruitment.
6. Define Training.
7. Mention the scope of personnel administration.
8. What do you mean by morale?
9. Define 'recruitment'.
10. List out a objects of promotion.

PART B — (5 × 5 = 25 marks)

Answer ALL the Questions choosing either (a) or (b).

11. (a) Describe the significance of public personnel administration.

Or

- (b) Explain the bases of bureaucracy.

12. (a) Mention the role of public service in administrative system.

Or

- (b) Illustrate the types of civil services.

13. (a) Give an account on administrative tribunals.

Or

- (b) Write a short note on reservation system in different services.

14. (a) Brief the importance of recruitment.

Or

- (b) Elaborate the concept 'promotion'.

15. (a) Explain the types of problems in recruitment.

Or

- (b) Illustrate the importance of morale in grievance redressal.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Enumerate the functions of public personnel administration.
17. Illustrate types of recruitment process.
18. Elaborate retirement and retirement benefits.
19. Elaborate the functions of UPSC and SSC
20. Explain the concepts of promotion and training.

D-4934

Sub. Code

30822

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DEC 2020.

Second Semester

LABOUR LEGISLATIONS – II

(CBCS 2018-19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define Direct Tax.
2. Write a note on productivity.
3. Define payment of Gratuity Act.
4. Write any two points on fixation of wage period.
5. List out objectives on Minimum Wages Act.
6. What do you mean by interpretation of standing orders?
7. Define records contracting out.
8. What do you mean by operation of standing order?
9. Write any two features of time of payment.
10. What do you mean by adjudication of claims?

PART B — (5 × 5 = 25 marks)

Answer ALL the Questions choosing either (a) or (b).

11. (a) Elaborate the procedures of Trade Union Act.

Or

- (b) Elucidate the procedure for receiving minimum wages.

12. (a) Explain provisions regarding certification of Industrial Act.

Or

- (b) Explain deduction and fines of wage periods.

13. (a) Elaborate provisions relating payment of wages act 1936.

Or

- (b) Illustrate Payment of Gratuity Act, 1972.

14. (a) Describe the factors influencing calculation of direct tax payable surplus.

Or

- (b) Elaborate adjustment of customary of interim bonus payable.

15. (a) Clarify set on and set off allocation surplus.

Or

- (b) Write a note on interpretation of standing orders.

PART C — (3 ×10 = 30 marks)

Answer any THREE out of Five questions.

16. Elucidate adjustment of customary or interim bonus linked with production.
 17. Elaborate payment of Bonus Act.
 18. Clarify exemption and nomination in payment of Gratuity Act.
 19. Describe norms relating to duration and modification of standing orders.
 20. Discuss Trade Union Movements in India.
-

D-4935

Sub. Code

30823

DISTANCE EDUCATION

M.A. (PM &IR) DEGREE EXAMINATION, DEC 2020.

Second Semester

TRAINING AND DEVELOPMENT

(CBCS 2018-19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 ×2 = 20 marks)

Answer ALL questions.

1. Give any two needs for training.
2. What is Vertical level of training?
3. What is called individual level of training?
4. Define Professional tax.
5. What do you mean by internal selection of trainers?
6. Define Employee training.
7. What is executive development programme?
8. What is the need for evaluation of training?
9. What is ROI?
10. What do you mean by allocation?

PART B — (5 × 5 = 25 marks)

Answer ALL the Questions choosing either (a) or (b)

11. (a) Discuss the need for training managers.

Or

- (b) Write a note on “off the job” method of training.

12. (a) Brief GST and its calculations.

Or

- (b) Give an account on evaluation of training.

13. (a) Describe key performance parameter.

Or

- (b) Explain the types of evaluation of training.

14. (a) Describe in detail about return on investment and its calculations.

Or

- (b) Illustrate the ways of selection of participants for training.

15. (a) Brief the factors for fixing duration.

Or

- (b) Describe the role of a trainer.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Enumerate current scenario of training and development.
17. Elaborate training institutes in India.

18. Describe Kirkpatric's model.
 19. Explain the methods of evaluation of effectiveness of training.
 20. Brief the types of executive development programme.
-

D-4936

Sub. Code

30824

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DEC 2020.

Second Semester

BUSINESS ENVIRONMENT

(CBCS 2018-19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 ×2 = 20 marks)

Answer ALL questions.

1. Write down the significance of business environment.
2. Define macro environment.
3. What do you mean by 'entrepreneurial'?
4. Give any two roles of a public sector.
5. What do you mean by exit policy?
6. Give a short note on time lag in technology.
7. Define IDRA
8. Define 'Globalization'.
9. What do you mean by 'catalytic'?
10. Define – global trade.

PART B — (5 × 5 = 25 marks)

Answer ALL the Questions choosing either (a) or (b)

11. (a) Explain the importance of scanning the environment.

Or

- (b) Brief the role of government in competitive and supportive business.

12. (a) Write a note on micro and macro economics to the business.

Or

- (b) Enumerate regional disparities and evaluation.

13. (a) Elaborate comparative cost dynamism.

Or

- (b) Discuss about trade unions movement.

14. (a) Explain export-import policy.

Or

- (b) Explain the role of information technology in Technology Environment.

15. (a) Illustrate workers participation in management.

Or

- (b) Explain the law on environmental protection.

PART C — (3 ×10 = 30 marks)

Answer any THREE questions.

16. Enumerate the role of central bank in government budget and taxation measures.
 17. Explain the Societal structure and features of social and technological environment.
 18. Illustrate Public, Private, joint and cooperative sectors in industrial licensing.
 19. Elaborate industrial policies and promotion schemes of economic planning.
 20. Describe in detail about laws relating to patent.
-

D-4937

Sub. Code

30831/34231

DISTANCE EDUCATION

M.A. (PM & IR)/M.A. (PM &IR) (Lateral Entry) DEGREE
EXAMINATION, DEC 2020.

Third Semester

BUSINESS LAW

(CBCS 2018-19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 ×2 = 20 marks)

Answer ALL questions.

1. Define consideration.
2. Write any four rights of Bailor.
3. Mention two rights of an unpaid seller.
4. List out a duties carried under the Carriers Act.
5. List the features of the Negotiable Instruments.
6. What are the Fundamental Principles of Life Insurance?
7. What is the eligible criteria to be a partner in Business?
8. List out a characteristics of a company.
9. What do you mean by Digital signature?
10. Mention any two Methods of Winding-up.

PART B — (5 × 5 = 25 marks)

Answer ALL the Questions choosing either (a) or (b).

11. (a) Nature and formation of contract- Discuss.

Or

- (b) List out the remedies for breach of contract.

12. (a) Explain Bailment and Pledge.

Or

- (b) Write a short note on 'transfer of property'.

13. (a) Discuss the Presentations of negotiable instrument.

Or

- (b) Describe the judicial set up in India with regard to Insurance.

14. (a) Briefly discuss the registration of firms in Life Insurance corporation Act.

Or

- (b) Explain the appointment, powers and duties of Director in Companies Act.

15. (a) Enumerate the types of meeting in a company.

Or

- (b) Describe the salient features of Right to Information Act.

PART C — (3 ×10 = 30 marks)

Answer any THREE out of Five questions.

16. Explain the Elements of valid contract.
17. Describe the Laws on Carriage of Goods.
18. Explain the components of Negotiable Instruments Act.
19. Write in detail Indian Partnership Act.
20. Briefly discuss the Law of Information Technology.

D-4938

Sub. Code

30832/34232

DISTANCE EDUCATION

M.A. (PM & IR)/M.A. (PM & IR) (LATERAL ENTRY)
DEGREE EXAMINATION, DEC 2020.

Third Semester

MANAGEMENT INFORMATION SYSTEM

(CBCS 2018–19 Academic Year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 ×2 = 20 marks)

Answer ALL questions.

1. What do you mean by Decision supporting system?
2. Define MIS.
3. Write any two elements of MIS.
4. What is executive information?
5. List out any two limitations of MIS.
6. What do you know about online information services?
7. What is the role of MIS for finance?
8. What do you mean by digital networks?
9. List out name of any two secondary storage media in India.
10. Differentiate between centralized and decentralized managing information technology.

PART B — (5 × 5 = 25 marks)

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

11. (a) Design, Development and Implementation of MIS – Discuss.

Or

- (b) Explain the approaches to MIS development.

12. (a) Write a note on DSS models and software.

Or

- (b) How will you install management information and control system in Indian organizations?

13. (a) Discuss the electronic bulletin board systems.

Or

- (b) Enumerate the advantages and disadvantages of communication networks.

14. (a) Briefly discuss the electronic data interchange and its applications.

Or

- (b) Explain Inter organizational information systems.

15. (a) How will you manage information resources and technologies?

Or

- (b) Describe the risks to online operations.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Elucidate the various activities of IS and its types of IS.

17. Explain DSS and AI.

18. Describe the following :
 - (a) The internet
 - (b) Electronic mail and
 - (c) Interactive video.
 19. Explain in detail Enterprise Resource Planning system.
 20. Briefly discuss the ethics for IS professional.
-

D-4939

Sub. Code

30833/34233

DISTANCE EDUCATION

M.A.(PM & IR)/M.A. (PM & IR) (Lateral Entry) DEGREE
EXAMINATION, DEC 2020.

Third Semester

INDUSTRIAL RELATION MANAGEMENT

(CBCS 2018-19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 ×2 = 20 marks)

Answer ALL questions.

1. List out any two directive principles of state policy.
2. What do you mean by historical retrospect?
3. What is ICFTU and ILO
4. Define Industrial Relations.
5. What is joint consultation?
6. What is called as adjudication?
7. What is Wage boards?
8. Name the types of safety organization.
9. What do you mean by house journals?
10. Expand BPO and KPO.

PART B — (5 × 5 = 25 marks)

Answer ALL the Questions choosing either (a) or (b)

11. (a) Explain the constitution of India in relation to IRM

Or

- (b) Describe the central organization of workers in India.

12. (a) Write a note on history of International Labour Movement.

Or

- (b) Discuss about voluntary welfare measures.

13. (a) Briefly discuss Industrial Relations machinery.

Or

- (b) Describe adjudication and voluntary arbitration.

14. (a) Write a note on Industrial Peace and conciliation.

Or

- (b) Enumerate the types of safety organization.

15. (a) Explain grievance redressal, safety and insurance.

Or

- (b) Discuss in detail about different types of negotiations.

PART C — (3 ×10 = 30 marks)

Answer any THREE questions.

16. Describe the Trade unions and economic development.
17. Discuss Worker's participation in Industry and Grievance procedure.
18. Explain Bipartisan in agreements with respect to problems and prospects in process of collective bargaining.
19. Elucidate ergonomics damage control and system safety insurance.
20. Explain the following
 - (a) Educational and social development and
 - (b) Employee education.

D-4940

Sub. Code

30834/34234

DISTANCE EDUCATION

M.A (PM & IR)/M.A (PM & IR) (Lateral Entry) DEGREE
EXAMINATION, DEC 2020.

Third Semester

PRINCIPLES OF ECONOMICS

(CBCS 2018–19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. Why do you study economics?
2. Define managerial economics.
3. What do you mean by marginal utility?
4. State the law of variable proportion?
5. Differentiate opportunity cost and real cost.
6. How will you maintain equilibrium of industry?
7. Where will you apply normal profits?
8. List any two types of competition.
9. What is the significance of theory of wages?
10. What is quasi rent?

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Differentiate between micro economics and macro economics.

Or

- (b) Write a short note on 'marginal rate of substitution'.

12. (a) Explain the factors affecting elasticity of demand.

Or

- (b) Brief the meaning, concepts and factors of production.

13. (a) Describe the following :

- (i) Explicit Cost and
- (ii) Implicit Cost.

Or

- (b) Explain Marginal revenue and Marginal cost with suitable example.

14. (a) Risk and uncertainty – Discuss.

Or

- (b) Explain the nature of competition.

15. (a) Write a short note on Collective bargaining.

Or

- (b) How does Rent become surplus over the transfer earnings?

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Elucidate the Law of Equi Marginal Utility and the things associated with the law.
 17. Describe income and cross elasticity of demand.
 18. Discuss in detail the Concept of Cost with apt explanation.
 19. Describe Monopoly and Bilateral monopoly.
 20. Explain the theory of income and employment.
-

D-6461

Sub. Code

30841/34241

DISTANCE EDUCATION

**M.A. (PM & IR)/ M.A. (PM & IR) (Lateral Entry) DEGREE
EXAMINATION, DECEMBER 2020.**

Fourth Semester

COMPENSATION MANAGEMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : 3 hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What do you mean by wage settlement?
2. Write any two challenges associated with compensation.
3. Distinguish between perfect and imperfect competitions.
4. List the Non-monetary dimensions.
5. What is called Profit sharing?
6. Write any four principles of Job Evaluation Programmes.
7. What are the determinants of Incentives?
8. When is performance compensation applied?
9. What do you mean by knowledge workers?
10. Compare compensation and motivation.

PART B — (5 × 5 = 25 marks)

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

11. (a) Brief the Wage Administration rules.
Or
(b) Explain different kinds of wage plans.
12. (a) Describe Trade unionism.
Or
(b) Explain compensation practices.
13. (a) Write a short note on importance of wage differentials.
Or
(b) Discuss the relevance of non monetary incentive scheme.
14. (a) Explain the problems and prospects to implementation of evaluated job.
Or
(b) Describe the control of employee cost.
15. (a) List the key provisions of payment of wages act.
Or
(b) Explain the wage incentives in India.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Elucidate the factors influencing 'Wage' and 'Salary'.
17. Describe the differentials and elements of a good wage plan.

18. Explain the nature and objectives of Job evaluation.
 19. Performance linked compensation — Discuss.
 20. Explain the legislations regarding compensation.
-

D-6462

Sub. Code

30842/34242

DISTANCE EDUCATION

**M.A. (PM&IR)/M.A. (PM&IR) (Lateral Entry)
DEGREE EXAMINATION, DECEMBER 2020.**

Fourth Semester

GLOBAL HUMAN RESOURCE MANAGEMENT

(CBCS 2018 – 19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Write any four issues in staff selection expatriates.
2. What do you mean by third country nations?
3. What is election process in global HR?
4. What is the role of motivation in HR?
5. What is called cultural diversity?
6. List the causes of pay difference.
7. Define - Brain drain.
8. Expand MNC and IBRD.
9. What do you mean by leadership training?
10. Name any two labour relations in International area.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain in detail about functions Human Resource Management.

Or

- (b) Describe the home and host of third country nations.

12. (a) Write a note on process of integration.

Or

- (b) Discuss - wage linked performance.

13. (a) Briefly discuss developing international staff and multinational teams.

Or

- (b) Describe the approaches of international compensation.

14. (a) Write a note on area of training types.

Or

- (b) Explain the strategic choices before firms and unions.

15. (a) Discuss the Relationship between employer and employee.

Or

- (b) Describe the issues and challenges of IHRM.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the nature and scope of IHRM.
 17. Describe the current scenario in global HR.
 18. Elucidate how to manage cross cultural diversities.
 19. Explain pay for performance.
 20. Discuss the leadership training and key issues in international relations.
-

D-6463

Sub. Code

30843/34243

DISTANCE EDUCATION

**M.A. (PM&IR)/M.A. (PM&IR) (Lateral entry) DEGREE
EXAMINATION, DECEMBER 2020.**

Fourth Semester

EMOTIONAL COMPETENCE

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define - Emotions
2. What do you mean by the term 'Self Marketing'?
3. What is self-assessment?
4. Why is personal competence inevitable for success?
5. Bring out the significance of Innovation in Achievement.
6. What is job enrichment?
7. Define social competence.
8. What are the types of groups?
9. Define - Motivation.
10. Write any two scientific methods of rewarding an employee.

PART B — (5 × 5 = 25 marks)

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

11. (a) 'The power of intuition is a gift' Justify.

Or

- (b) Give a brief account on critical thinking.

12. (a) Why one should keep disruptive emotions and impulses in check?

Or

- (b) Describe the required relationship between an individual and an institution.

13. (a) 'Leader should act as a change catalyst'. Discuss

Or

- (b) What are the ways to handle conflict management?

14. (a) Why are adaptability and innovations considered as essential for achievement? Elaborate.

Or

- (b) Explain how to manage emotions.

15. (a) Explain in detail about the types and nature of teams and groups.

Or

- (b) Elucidate the effective stress management techniques.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of five questions.

16. Describe the types of emotional competence.
17. Explain the strategies for working with emotional intelligence.
18. Elucidate the types of leadership.
19. Explain any two theories of motivation.
20. Explain the best practices to be followed for improving competence.

D-6464

Sub. Code

30844/34244

DISTANCE EDUCATION

**M.A. (PM & IR) /M.A. (PM & IR) (Lateral Entry) DEGREE
EXAMINATION, DECEMBER 2020.**

Fourth Semester

ORGANISATIONAL DEVELOPMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. What do you mean by team intervention?
2. Write any two scopes of organisational development.
3. Give any two operational components.
4. Define - action research.
5. How will you use action research in organisational development?
6. Write any two barriers in organisational development.
7. Define Interpersonal intervention.
8. What do you mean by team work in OD?
9. List any four issues in organizational development.
10. List out any two barriers in current scenario in OD

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain the nature of organizational development.

Or

- (b) Write a note on inter-group interventions

12. (a) Describe the scope of components in maintenance.

Or

- (b) History of Action Research- Discuss.

13. (a) How will you assess organizational development?

Or

- (b) Describe the applications of action research.

14. (a) Explain coaching and mentoring methods in T group.

Or

- (b) Write a note on ethical standards in organizational development.

15. (a) Differentiate between comprehensive and structural intervention.

Or

- (b) Discuss the lesson drawn from abroad in consultation of OD.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the history and values of organizational development.

17. Elucidate the process and approaches of Action Research.

18. Discuss OD diagnosis and OD interventions.
 19. Describe the following (a) MBO and (b) TQM.
 20. Elaborate the use of applied behaviour science for the future development of organization.
-