

D-1411

Sub. Code

30811

DISTANCE EDUCATION

M.A. DEGREE EXAMINATION, DECEMBER 2021.

First Semester

Personnel Management and Industrial Relations

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. What do you mean by Administration?
2. List out the components of planning.
3. Define management.
4. What do you understand the term decentralization?
5. Write an importance of orientation?
6. Highlight any two differences between leader and manager.
7. What are the types of communication?
8. What do you mean by business ethics?
9. Explain integrated control.
10. What do you mean performance appraisal?

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain management thought in modern trend.
Or
(b) Elaborate relevance of management to different types of organization.
12. (a) Describe meaning and types of decision making.
Or
(b) Explain departmentalization and span of control.
13. (a) Enumerate the meaning of training and performance appraisal.
Or
(b) Explain Maslow's motivation theory.
14. (a) Write short notes on directing and its purposes.
Or
(b) Elucidate the process of communication.
15. (a) What are the characteristics of co-ordination?
Or
(b) What is total quality management? Explain it.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Explain nature, scope and functions of management.
17. Elaborate
(a) centralization and decentralization
(b) delegation of authority

18. Examine the significance and functions of leader in an organisation.
 19. Analyse Holistic approach for managers in decision making.
 20. Critically analyse the importance of motivation for the effective functioning of management.
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D-1412

Sub. Code

30812

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2021.

First Semester

ORGANIZATIONAL BEHAVIOUR

(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 elements of organizational behaviour?
2. Explain the term personality.
3. What do you mean stress?
4. Write short notes on group dynamics.
5. Define organizational politics.
6. List out the factors affecting the organizational climate.
7. What is the meaning of organizational culture?
8. Explain the term communication.
9. What do you mean organizational change?
10. List out any two challenges to organizational development.

PART B — (5 × 5 = 25 marks)

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

11. (a) Describe evolution of organizational behaviour.
Or
(b) Explain trait theory.
12. (a) In what way emotional intelligence as managerial tool?
Or
(b) Elaborate an impact of emotions and attitude on individual behaviour.
13. (a) Explain theories of group formation.
Or
(b) What are the characteristics of organizational power?
14. (a) Explain factors creating political behaviour.
Or
(b) What do you mean organizational efficiency?
15. (a) Elaborate causes of organizational change.
Or
(b) Explain the meaning and nature of organizational development.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Explain challenges and opportunities and trends of organizational behaviour.
17. Elaborate objectives and importance of team and its relevance to organizational behaviour.

18. Analyse strategies for resolving destructive conflict.
 19. What are the essentials of Inter Personnel Communication?
 20. Explain process and challenges of organizational development.
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D-1413

Sub. Code

30813

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2021.

First Semester

Personnel Management and Industrial Relations

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 short notes on functions of HRM.
2. What do you mean job analysis?
3. Explain employment training.
4. What is computer aided interview?
5. What do you mean training?
6. Explain the term bonus.
7. Explain MBO approach.
8. Specify the causes for labour attrition.
9. Explain insurance benefits.
10. What is the meaning of collective bargaining?

PART B — (5 × 5 = 25 marks)

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

11. (a) Define Human Resource Management and Explain its objectives.

Or

- (b) What do you mean succession planning?

12. (a) Describe selection process.

Or

- (b) What are the common interviewing mistakes occurred during interview?

13. (a) Explain orientation and training.

Or

- (b) What do you mean fringe benefits?

14. (a) Explain MBO approach and its importance in management.

Or

- (b) Describe retirement benefits.

15. (a) Discuss future of trade unionism.

Or

- (b) Explain e-record on employees.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Discuss role of human resource manager.
17. Describe purpose and methods of training.

18. Explain employee compensation and its significance on their performance.
 19. Discuss various retention methods and its implication of job change.
 20. Give a detailed account on welfare and safety.
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D-1414

Sub. Code

30814

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2021.

First Semester

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. Write the meaning of factory.
2. Who is a manager under factories act?
3. What do you mean by compensation?
4. What is a dispute?
5. Explain the meaning of retrenchment.
6. What is unfair labour practices?
7. Define a 'shop'.
8. When was ESIC Act enacted?
9. Write the meaning of PF.
10. Who is a contract labour?

PART B — (5 × 5 = 25 marks)

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

11. (a) Describe health provisions under Factories Act, 1948.
Or
(b) Explain about the calculation of compensation.
12. (a) Write a note on 'reference of industrial disputes'.
Or
(b) Explain the meaning of transfer and closure.
13. (a) Explain authorities for settlement of industrial disputes.
Or
(b) What is a standing committee?
14. (a) Benefits of maternity benefit – Discuss.
Or
(b) What is EPF?
15. (a) Write a note on transfer of establishment.
Or
(b) Employer employee relationship a necessity one –
Examine.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Highlight the procedure for licensing and registration of factories.
17. Explain salient features of Workmen's Compensation Act, 1923.
18. Write a note on strikes and lockouts.

19. Explain the salient features of shops and establishments act, 1947.
 20. Determination of and recovery of money due from employer – Discuss.
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30821

DISTANCE EDUCATION

M.A. DEGREE EXAMINATION, DECEMBER 2021.

Second Semester

Personnel Management and Industrial Relations

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. Explain the nature of Public Personnel Administration.
2. Explain the concept of Bureaucracy.
3. What do you Administrative tribunals?
4. Define Recruitment.
5. Write short notes on Personnel policy.
6. Explain the meaning of promotion.
7. Expand UPSC and SSC.
8. Explain the term redressal of Public Grievances.
9. Who is called Civil servants?
10. Explain the term morale.

PART B — (5 × 5 = 25 marks)

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

11. (a) Elaborate the significance of Public Personnel Administration.

Or

- (b) Describe the nature and scope of Personnel Administration.

12. (a) What are the types of civil service?

Or

- (b) Explain the importance of training.

13. (a) Discuss the importance of promotion on improving morale of employees.

Or

- (b) Explain concept of training.

14. (a) Examine scope of redressal of Public Grievances.

Or

- (b) Explain Retirement Benefits and its significance on improving morale.

15. (a) Explain role of Administrative system on Public services.

Or

- (b) Narrate an importance of rights of civil servants.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Explain characteristics of Public Personnel Administration in India.
 17. Discuss need and importance of Civil Service.
 18. Examine the scope of training on employees enhancement of proficiency in their work.
 19. Explain need and implication of redressing of Public Grievances.
 20. What are the functions of UPSC?
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30822

DISTANCE EDUCATION

M.A. DEGREE EXAMINATION, DECEMBER 2021.

Second Semester

Personnel Management and Industrial Relations

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. Explain the term Bonus.
2. What do you mean set on and set off allocable surplus?
3. Write short notes on Gratuity.
4. Explain wage period.
5. Define wage.
6. What are the objectives of Payment of Wages Act, 1936?
7. Specify penalties specified in Minimum Wages Act 1948.
8. What do you mean standing orders?
9. What are the powers of certifying officer as per Industrial Employment (standing order) Act 1946?
10. Explain the term trade union.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain computation of available surplus calculations of direct tax payable in the payment of bonus.

Or

- (b) Elaborate interim bonus linked with productivity.
12. (a) Narrate the salient features of Payment of Gratuity Act 1972.

Or

- (b) Explain the provisions relating to responsibility for Payment of wages.
13. (a) Examine an importance of Minimum Wages Act 1948 in India.

Or

- (b) Specify the powers of appropriate Government role in implementing offences and penalties while violating the provisions Minimum Wages Act 1948 by the organisation.
14. (a) Explain provisions regarding certification specified in Industrial Employment (standing orders) Act 1946.

Or

- (b) What are the rights of trade union?
15. (a) Discuss significance of Payment of Bonus Act.

Or

- (b) Explain objectives of Minimum Wages Act 1948.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Elaborate eligibility for bonus and Payment of bonus and various deduction from bonus payable.
 17. Explain salient features of Payment of Wages Act 1936.
 18. Describe the provisions related to fixation minimum wages and function of Advisory Board.
 19. Discuss salient features of Industrial Employment (standing orders) Act 1946.
 20. Analyse an importance of Trade Union Act 1926 in India.
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30823

DISTANCE EDUCATION

M.A. DEGREE EXAMINATION, DECEMBER 2021.

Second Semester

Personnel Management and Industrial Relations

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. Explain the meaning of training.
2. Write short notes on HRD.
3. What do you mean GST?
4. What are the areas of training?
5. Explain executive development programmes.
6. Specify key performance parameter.
7. Mention any four methods of training.
8. How do you select participants for training?
9. Explain CSR.
10. List out any four roles of trainer.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain levels of training.

Or

- (b) Discuss development of HRD strategies on training.

12. (a) Examine the duties of training managers.

Or

- (b) Elaborate need and importance of executive development programmes.

13. (a) Explain significance of evaluation of training.

Or

- (b) What do you mean cost benefit analysis?

14. (a) What do you mean learning cycles?

Or

- (b) Explain Kirkpatrick's model on Designing of evaluation.

15. (a) Analyse the impact of training on development of workers.

Or

- (b) Explain selection of trainers.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain objectives and need and importance of training.

17. Describe responsibilities of training managers.

18. Discuss the evaluation of training.
 19. Explain Government policy on training.
 20. Explain various areas of training.
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D-1418

Sub. Code

30824

DISTANCE EDUCATION

M.A.(PM& IR) DEGREE EXAMINATION, DECEMBER 2021.

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. What is Business Environment?
2. What the term enterprise refers?
3. What is globaliztion.
4. What is the labour environment of a business?
5. State the legal environment of business.
6. Why business environment is called dynamic?
7. Define business threat.
8. Define global trade.
9. Mention few social factors and cultural factors of business.
10. List the gains of privatisation.

PART B — (5 × 5 = 25 marks)

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

11. (a) What are the characteristics of Business environment? What are the problems in understanding its influence on a business?

Or

- (b) Discuss various elements of micro-environment.

12. (a) Write short note on industrial development strategies.

Or

- (b) Describe the phase of economic development and its impact.

13. (a) Write short note on monetary and fiscal policies.

Or

- (b) Explain on the impact of technology on globalisation

14. (a) Write notes on Liberalisation, Privatisation and Globalisation.

Or

- (b) Outline the functions of IMF.

15. (a) Explain the importance of law on consumer protection.

Or

- (b) Describe the role of public and private sectors in economic planning.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. List and explain the fundamental issues captured in PESTLE environment.
 17. Make an attempt on Global trade and investment environment.
 18. Draw an essay on 'New economic policy environment in India'.
 19. Discuss the role of WTO and world bank in global economic development.
 20. Explain the aspects of privatisation on business development.
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D-1419

Sub. Code

30831/34231

DISTANCE EDUCATION

**M.A. (PM & IR)/ M.A. (PM & IR) (Lateral Entry) DEGREE
EXAMINATION, DECEMBER 2021.**

Third Semester

Personnel Management and Industrial Relations

BUSINESS LAW

(CBCS 2018 – 19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Explain the term contract.
2. Define consideration.
3. Specify Rights of Surety.
4. What are the condition and warranties?
5. List out any two laws on carriage of goods.
6. Mention types parties specified in Negotiable Instruments Act 1881.
7. Write briefly sources of law.
8. What do you mean Articles of association?
9. Explain board meeting.
10. Who is called Public Information Officer?

PART B — (5 × 5 = 25 marks)

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

11. (a) What are the essential elements of contract?
Or
(b) Explain types of consideration.
12. (a) Describe offer and acceptance.
Or
(b) Explain essentials of valid tender performance.
13. (a) Discuss the duties of Carriage by Air Act 1972.
Or
(b) Elaborate features of Negotiable Instruments Act 1881.
14. (a) Write a short note on fundamental principles of life Insurance.
Or
(b) Explain the meaning of partnership.
15. (a) Explain Memorandum of Association.
Or
(b) Describe an importance of Information Technology Act 2000.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Explain elements and classification of contract on the basis of validity.
17. Explain features of specified contracts.
18. Describe any two laws on carriage of goods.

19. Discuss nature and kinds of companies specified in Companies Act 1956.
 20. Elaborate salient features of Right to Information Act 2005.
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Sub. Code

30832/34232

DISTANCE EDUCATION

M.A. (PM & IR)/M.A.(PM & IR) (LE) DEGREE
EXAMINATION, DECEMBER 2021.

Third Semester

Personnel Management And Industrial Relations

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 Management Information System?
2. Explain Decision Support System (DSS).
3. Specify Pitfalls in MIS.
4. Explain on-line information services.
5. What is video conferencing?
6. Explain digital network.
7. What is ERP systems?
8. List out types of social media.
9. Explain Input and Output devices.
10. What are the risks to online operations?

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain components of information system.

Or

- (b) Describe concept of management information system.

12. (a) Discuss Characteristics of MIS.

Or

- (b) Analyse merits and demerits of MIS.

13. (a) Explain recent developments in information technology.

Or

- (b) How for communication channels helps in business process?

14. (a) Describe MIS for marketing.

Or

- (b) Briefly discuss E-commerce and Internet.

15. (a) Explain secondary storage media and devices.

Or

- (b) Describe ethics for IS professional.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Explain Characteristics and basic requirements of MIS.
17. Discuss MIS in Indian organisation.

18. Describe various Functional Information Systems.
 19. Discuss Application of Internet and website management on E-commerce.
 20. Analyse the advantages of Managing Information Technology.
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30833/34233

DISTANCE EDUCATION

M.A. (PM & IR)/M.A. (PM & IR) (LE) DEGREE
EXAMINATION, DECEMBER 2021.

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. Write any two salient features of constitution of India.
2. What is the meaning of trade union?
3. Write any three objectives of ILO.
4. What is the meaning of industrial relations?
5. What is the meaning of conciliations?
6. What is a grievance?
7. Write any three functions of collective bargaining.
8. Code of discipline – Explain.
9. What is a lock-out?
10. What is the meaning of safety?

PART B — (5 × 5 = 25 marks)

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

11. (a) Write a detailed note on fundamental rights.

Or

- (b) Trade union movement in India – Discuss.

12. (a) Explain the process of union recognition.

Or

- (b) Write a note on education and training schemes.

13. (a) Write a note on joint consultation.

Or

- (b) Grievance procedure – Explain.

14. (a) Explain principles of collective bargaining.

Or

- (b) Discuss causes of strikes.

15. (a) Write a note on industrial peace.

Or

- (b) Types of safety organization – Discuss.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Write a detailed note on labour movement.
 17. List out the functions of trade union.
 18. Write a note on workers participation in management.
 19. List out the various objectives of collective bargaining.
 20. Industrial relations problems in public sector – Discuss.
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D-1422

Sub. Code

30834/34234

DISTANCE EDUCATION

M.A. (PM & IR)/M.A. (PM & IR) (LE) DEGREE
EXAMINATION, DECEMBER 2021.

Third Semester

PRINCIPLES OF ECONOMICS

(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 economics?
2. List out the scope of economics.
3. What is opportunity cost?
4. What is elasticity of demand?
5. Write briefly concept of production.
6. What is the meaning of cost?
7. What is marginal revenue?
8. Interest as reward – Explain.
9. Budget line – Explain.
10. What is the meaning of normal profit?

PART B — (5 × 5 = 25 marks)

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

11. (a) Write a note on scarcity and choice.
Or
(b) Method of economics – Explain.
12. (a) Explain micro and macro economics.
Or
(b) List out the market forces – Explain.
13. (a) Law of diminishing marginal utility.
Or
(b) What is law of demand?
14. (a) Theory of demand – Explain.
Or
(b) Factors affecting elasticity of demand.
15. (a) Write a note on short run cost and long run cost.
Or
(b) Private and social cost – Explain.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Reading and working with graphs – Explain.
17. Behaviour- cardinal utility approach – Explain.
18. Theory of production – Explain.
19. Liquidity preference theory – Discuss.
20. Write a note the conditions of competitive equilibrium.

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30841/34241

DISTANCE EDUCATION

M.A. (PM & IR)/M.A. (PM & IR) (LE) DEGREE
EXAMINATION, DECEMBER 2021.

Fourth Semester

Personnel Management And Industrial Relations

COMPENSATION MANAGEMENT

(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 reward?
2. What are the components of compensation?
3. Explain perfect competition.
4. Write short notes on incentive plans.
5. What is profit sharing?
6. List out objectives of job evaluation.
7. What do you mean promotion?
8. Explain KPP.
9. Write briefly executive compensation.
10. Explain wage incentives.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain wage settlement.

Or

(b) What are the elements of a good wage plan?

12. (a) Explain imperfect competition.

Or

(b) What is designing pay structure?

13. (a) Highlight the importance of Job Evaluation.

Or

(b) Describe job evaluation methods.

14. (a) Elaborate incentive payments and its objectives.

Or

(b) What do you mean performance compensation?

15. (a) Explain salient features of minimum wages act.

Or

(b) How for compensation motivates workers?

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain wage determination process and wage administration rules.
 17. Describe wage fixation factors.
 18. Explain incentive schemes in detail.
 19. Explain wage determination performance parameters.
 20. Explain key provisions of payment of wages act.
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D-1424

Sub. Code

30842/34242

DISTANCE EDUCATION

M.A. (PM & IR)/M.A. (PM & IR) (LE) DEGREE
EXAMINATION, DECEMBER 2021.

Fourth Semester

Personnel Management And Industrial Relations

GLOBAL HUMAN RESOURCES 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 operative functions of IHRM.
2. Specify selection criteria for global assignments.
3. Explain global HR integration.
4. What do you mean direct compensation?
5. Explain executive incentive pay.
6. Write short notes on brain drain.
7. What do you mean cultural assimilation?
8. What are the key issues in International relations?

9. Write short notes on labour relations in the International area.
10. Explain global human resource management.

PART B — (5 × 5 = 25 marks)

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

11. (a) What are the differences between HRM and IHRM?

Or

- (b) Explain challenges of globalising HR.

12. (a) Analyse current scenario of global HR.

Or

- (b) Explain the process of integration.

13. (a) Write short notes on wage linked performance.

Or

- (b) Explain (i) WTO (ii) IBRD.

14. (a) Describe standard vs tailor made training.

Or

- (b) Explain HR relations management.

15. (a) Elaborate US approaches to labour relations in HR relation management.

Or

- (b) Explain global HR recruitment and selection.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain nature and scope of International Human resource management IHRM.
 17. Describe organisational culture of MNCs.
 18. Elaborate compensation structure in MNCs.
 19. Analyse issues and challenges of IHRM.
 20. Explain the importance of global HR training and development.
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30843/34243

DISTANCE EDUCATION

M.A. (PM&IR)/M.A. (PM&IR)(LE) DEGREE EXAMINATION,
DECEMBER 2021.

Fourth Semester

Personnel Management and Industrial Relations

EMOTIONAL COMPETENCE

(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 critical thinking?
2. Explain self-marketing.
3. Explain self-control.
4. Define stress.
5. What is service orientation?
6. Explain job analysis.
7. Who is leader?
8. What do you mean building bonds?
9. Define emotion.
10. What is stress management?

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain the effects of emotions.

Or

- (b) Discuss emotional awareness.

12. (a) Explain career planning.

Or

- (b) What do you mean trust worthiness?

13. (a) Explain (i) innovation (ii) motivation.

Or

- (b) Explain the term communication.

14. (a) What are the types of leadership?

Or

- (b) Explain team capabilities.

15. (a) Define (i) motivation (ii) employee involvement.

Or

- (b) How do you manage time management?

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the meaning of emotional intelligence and its significance.
17. Describe mutual trust and explain relationship between individual and institutions.

18. Explain the importance of social skills in detail.
 19. Explain theories of motivation.
 20. Discuss leadership types and its role on social competence.
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**30844/
34244**

DISTANCE EDUCATION

**M.A.(PM&IR)/M.A. (PM&IR)(LE) DEGREE EXAMINATION,
DECEMBER 2021.**

Fourth Semester

ORGANIZATIONAL DEVELOPMENT

(CBCS 2018 – 19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Write concept of OD.
2. Values of OD.
3. Diagnostic process – Explain.
4. Action research – Discuss.
5. What is TQM?
6. Any two conditions for success OD.
7. Write briefly ethical standards.
8. Write short notes on team intervention.
9. Who is a consultant?
10. What is MBO?

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain scope of OD.

Or

(b) Explain operational components.

12. (a) Diagnostic action – Explain.

Or

(b) Describe uses of action research.

13. (a) OD interventions – Explain.

Or

(b) Write a note on T group.

14. (a) List out the conditions for failure of OD.

Or

(b) Implication of ethical standards.

15. (a) Write a note on applied behavioural science.

Or

(b) Consultant-client relationship – Explain.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Trace the history of OD.
 17. When do you use action research in OD? Discuss.
 18. Explain the process of MBO.
 19. Write a note on various interventions in OD.
 20. Theories of planned change – Discuss.
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