

D-7175

Sub. Code

41911

DISTANCE EDUCATION
P.G.D. (PM&IR) EXAMINATION
MAY 2021 EXAMINATION
&
MAY 2020 ARREAR EXAMINATION
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 administration.
2. What is Esprit Decorps?
3. What do you mean by informal organization?
4. Explain the purpose of planning process.
5. What is line and staff organization?
6. Define span of control.
7. What do you mean by strategic alliances?
8. Write a short note on delegation of authority.
9. Write any two differences between leader and manager.
10. Define business process re-engineering.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Elaborate the scope and importance of management.

Or

- (b) Explain the Elton Mayo's contribution to management.

12. (a) Explain the various types of planning.

Or

- (b) Discuss the organizational structure under departmentalization.

13. (a) Describe Maslow's hierarchy of needs theory and its limitations.

Or

- (b) Discuss the steps in the selection process.

14. (a) Discuss the factors determining the degree of decentralization.

Or

- (b) Elaborate the techniques of effective coordination in the organization.

15. (a) What is core competence and explain its characteristics?

Or

- (b) What is integrated control and discuss the special control techniques?

SECTION C — ($3 \times 10 = 30$ marks)

Answer any THREE out of Five questions.

16. Describe the social responsibility and ethics of management.
 17. Elaborate the relevance of management to different types of organization.
 18. Elucidate the physiological and psychological aspects of motivation.
 19. Explain the uses of communication to planning, organizing, coordinating and controlling.
 20. Elaborate the stages of TQM (Total Quality Management) and explain its principle.
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DISTANCE EDUCATION
P.G.D. (PM&IR) EXAMINATION.
MAY 2021 EXAMINATION
&
MAY 2020 ARREAR EXAMINATION
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. Name the four models of organizational behaviour.
2. What is organizational commitment?
3. Differentiate perception from sensation?
4. What is the relationship between Stress and Personality?
5. Why are teams important?
6. What is power tactic?
7. Why do the conflicts take place within a group?
8. “Ineffective communication is the fault of the sender”.
Do you agree?

9. What is a positive organizational culture?
10. Mention the features of OD.

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Discuss the various theories of personality.

Or

- (b) Elucidate the nature and dimensions of attitude.

12. (a) Explain the factors creating political behavior in organisation.

Or

- (b) Discuss the strategies for encouraging constructive conflict.

13. (a) Differentiate between formal and informal groups.

Or

- (b) Discuss the various sources of power.

14. (a) Elaborate the factors affecting organizational effectiveness.

Or

- (b) Describe the issues faced in organizational culture.

15. (a) Explain the methods applied for overcoming resistance to change.

Or

- (b) Suggest some methods for developing a gender sensitive workplace.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Do you think that emotional intelligence is relevant in the present global scenario? Give reasons for your answer.
17. Explain the importance of motivation in organizations and also describe the types of motivation.
18. What is the relationship between group norms and group cohesiveness? What roles do both cohesiveness and norms play in shaping group performance?
19. ‘Sustaining and maintaining culture is essential for the organization to make it a permanent source of energy.’ Explain the statement.
20. Explain the problems and process of Organizational Development (OD).

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DISTANCE EDUCATION

P.G.D. (PM&IR) EXAMINATION.

MAY 2021 EXAMINATION

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MAY 2020 ARREAR EXAMINATION

First Semester

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. State the main objectives of human resource management.
2. What is succession planning?
3. List any two uses of job description.
4. What is orientation?
5. What is a computer-aided interview?
6. Write a note on bonus.
7. What are the implications of job change?
8. What do you mean by Sweat Equity?

9. What are Industrial Relations?
10. What is Personnel Research?

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss some of the competitive challenges of the HR function.

Or

- (b) What is job specification? Discuss its features.

12. (a) Describe the essential characteristics of a Sound HR Policy.

Or

- (b) Describe how one can recruit an employee using the Internet.

13. (a) Describe the different selection techniques.

Or

- (b) What are fringe benefits? Discuss its objectives and uses.

14. (a) Discuss the various efforts of an organisation to reduce labour turnover.

Or

- (b) What is a promotion policy? Explain the conditions to be covered while preparing a comprehensive and realistic promotion policy.

15. (a) Describe the benefits provided under the Employees' State Insurance Act, 1948.

Or

- (b) Describe the procedure for grievance handling.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE out of Five questions.

16. Describe the different roles and responsibilities of the HR department.
17. Examine the different sources of recruitment within an organization.
18. What are incentives? Explain the objectives, merits and demerits of wage incentive plans.
19. Discuss the major problems of Performance Appraisal by suggesting different ways for improving it.
20. What is collective bargaining? Discuss its features as well as the prerequisites of successful collective bargaining.
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DISTANCE EDUCATION

P.G.D. (PM & IR) EXAMINATION.

MAY 2021 EXAMINATION

&

MAY 2020 ARREAR EXAMINATION

First Semester

LABOUR LEGISLATIONS - I

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. What is a factory?
2. Mention the authorities appointed under Factories Act 1948.
3. Differentiate temporary and permanent partial disablement.
4. List the functions of the Commissioners.
5. Define Grievance Procedure.
6. Write the different forms of strike.
7. Write a note on protected workman.

8. Write four obligations of employer.
9. What is the role of Standing Committee?
10. Define Provident Fund.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain the powers of safety and Welfare Officers.

Or

- (b) Describe the obligations of managers and occupiers.

12. (a) Explain the salient features of the Workmen's Compensation Act, 1923.

Or

- (b) Discuss the liability of the company in the event of winding-up proceedings.

13. (a) Describe the role of arbitrators.

Or

- (b) What is Lay- offs? Brief out the management's right to Lay-offs.

14. (a) Enumerate the unfair labour practices under the Industrial disputes Act 1947.

Or

- (b) Discuss the procedure for the registration of establishments.

15. (a) Explain the composition and duties of the medical benefit council.

Or

- (b) Discuss the duties of employers under the Employees Provident Funds Scheme.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of five questions.

16. Elaborate the health measures and safety provisions, under the Factories Act, 1948.
17. Discuss the rules laid by the state government for Licensing and Registration of Factories.
18. Explain the procedure and methods for calculating wages under the Workmen's Compensation Act, 1923.
19. Explain Industrial Employment (Standing Orders) Act, 1946. Discuss its coverage and exclusions in detail.
20. Describe the role, functions and duties of Inspectors.

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DISTANCE EDUCATION

P.G.D. (PM & IR) EXAMINATION.

MAY 2021 EXAMINATION

&

MAY 2020 ARREAR EXAMINATION

Second Semester

INDUSTRIAL RELATION MANAGEMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Write any three fundamental rights.
2. Specify any two functions of ILO.
3. List out any four statutory welfare measures.
4. What is the meaning of industrial relations?
5. What is joint consultation?
6. What do you mean by adjudication?
7. Write the meaning of code of discipline.
8. What is a grievance?

9. Write a note on upward communication.
10. What is BPO and KPO?

SECTION B — ($5 \times 5 = 25$ marks)

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

11. (a) Discuss role of trade union.

Or

- (b) Write a note on WFTO.

12. (a) Education and training schemes – Explain.

Or

- (b) Describe role of Government in industrial relations.

13. (a) Write a note on works committee.

Or

- (b) What are the causes of grievance?

14. (a) Write a note on wage board.

Or

- (b) What are the types of safety organization?

15. (a) Write a note on employee communication.

Or

- (b) Write a note on child labour.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Structure and functions of ILO – discuss.
 17. Write a detailed note on directive principles.
 18. Explain workers participation in industry.
 19. How will you bring about industrial peace?
 20. Write a detailed note on social security.
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41922/42122

DISTANCE EDUCATION

**Common for P.G.D. (PM & IR)/P.G.D. (HRM) DIPLOMA
EXAMINATION**

MAY 2021 EXAMINATION

&

MAY 2020 ARREAR EXAMINATION

Second Semester

Personnel Management and Industrial Relations

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. What do you mean bonus?
2. Explain adjustment customary.
3. List out objectives of payment of Wages Act 1936.
4. How to fix wage periods?
5. What are registers maintained under Minimum Wages Act 1948?
6. Explain the term minimum wage.
7. List out any two legislations pertaining to wages.

8. What do you mean trade union.
9. Explain standing orders.
10. What is meant direct tax?

SECTION B — ($5 \times 5 = 25$ marks)

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

11. (a) Explain surplus calculation of direct tax payable by the employer.

Or

- (b) Discuss various deductions from bonus payable.
12. (a) What are the provisions relating to responsibility for payment of wages?

Or

- (b) Explain adjudication of claims.
13. (a) Explain procedure for fixing of minimum wages.

Or

- (b) Discuss powers of appropriate Government in regulating Minimum Wages Act 1948.
14. (a) Narrate provision regarding certification and operating of standing orders.

Or

- (b) Explain procedure followed for registration of trade union.

15. (a) Discuss an importance of payment of Bonus Act.

Or

- (b) Analyse an special features of payment of Wages Act 1936.

SECTION C — ($3 \times 10 = 30$ marks)

Answer any THREE out of Five questions.

16. Explain in detail the eligibility for Bonus and payment of bonus.
17. Discuss salient features of payment of Graduuty Act 1972.
18. Describe the importance of Minimum Wages Act 1948.
19. Explain salient features of Trade Union Act 1926.
20. Examine an importance of maintaining registers and records.
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DISTANCE EDUCATION

P.G.D. (PM & IR) EXAMINATION.

MAY 2021 EXAMINATION

&

MAY 2020 ARREAR EXAMINATION

Second Semester

Personnel Management and Industrial Relations

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. Explain the meaning of training.
2. What do you mean official training?
3. Explain professional tax.
4. Write a note on selection of trainers.
5. What are the areas of training?
6. Explain key performance parameter.
7. Write short notes on evaluation of training.
8. Explain CPA and CBA.

9. What do you mean learning cycles.
10. Explain CSR.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Explain need of training.

Or

- (b) Describe need assessment of training.

12. (a) Explain GST.

Or

- (b) Explain features of employees training.

13. (a) Describe scope of executive development programmes.

Or

- (b) Analyse the methods of evaluation of effectiveness of training.

14. (a) What are the implications of evaluation of training?

Or

- (b) Discuss the concept of return on investment.

15. (a) Explain the criteria for selection of participants for training.

Or

- (b) Explain Kirkpatrick's model.

SECTION C — ($3 \times 10 = 30$ marks)

Answer any THREE out of Five questions.

16. Explain different levels of training.
 17. Discuss duties and responsibilities of training managers.
 18. Explain methods of training.
 19. Analyse various concepts on evaluation of training.
 20. Discuss latest scenerio of assessing training.
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DISTANCE EDUCATION
PGD (PM & IR) EXAMINATION
MAY 2021 EXAMINATION

&

MAY 2020 ARREAR EXAMINATION

Second Semester

Personnel Management and Industrial Relations

COMPENSATION MANAGEMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. Explain safety measures.
2. How for job factors influenced in wage fixation?
3. Explain imperfect competition.
4. How do you design pay structure?
5. List out the methods of job evaluation.
6. What are the classification of rewards?
7. What are the various wage determination performance parameters?

8. Specify legislations regarding compensations.
9. Explain executive compensation.
10. Briefly point out monetary incentive schemes.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Explain wage administration rules.

Or

- (b) What are the principles of wage and salaries administration?

12. (a) Explain basic kinds of wage plans.

Or

- (b) Discuss incentive plans.

13. (a) Explain fringe benefits.

Or

- (b) Describe nature and objectives of job evaluation.

14. (a) Explain determinants of incentives.

Or

- (b) What are the measures of performance compensation?

15. (a) Explain an importance of payment of Bonus Act.

Or

- (b) Discuss scope of International compensation.

SECTION C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Explain compensation based on macro economic and micro economic factors for determination of wages.
 17. Explain incentive schemes.
 18. Describe performance linked compensation through measuring performance.
 19. Elaborate key provisions of payment of Wages Act.
 20. Explain wage theories.
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