

D-2093

Sub. Code

30811

DISTANCE EDUCATION

M.A. (PM &IR) DEGREE EXAMINATION, DECEMBER 2023.

First Semester

PRINCIPLES OF MANAGEMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What is meant by social responsibility?
2. Define Planning.
3. What is rational decision making?
4. Define effective organizing.
5. What is Departmentalization?
6. Mention the general principles of Staffing.
7. Define Herzberg theory.
8. What is global leading?
9. Define Ethical Management.
10. What is Six Sigma?

PART B — (5 × 5 = 25 marks)

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

11. (a) Write brief note on Elton Mayo theory.

Or

- (b) Write short notes on rational decision making strategies.

12. (a) Write short notes on classifications of organization.

Or

- (b) Write a brief note on career development.

13. (a) Discuss briefly about the McClelland theory

Or

- (b) Mention the differences between Leader and Manager.

14. (a) Write short note on the uses of communication to planning.

Or

- (b) Write a brief note on co-ordination process.

15. (a) Discuss briefly about Ethical management.

Or

- (b) Write a brief note on special control techniques.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain in detail about the relevance of management to different types of organization.
 17. Write a detailed note on the formal and informal groups in an organization.
 18. Explain in detail about the staff authority and empowerment in an organization.
 19. Write a detailed note on the effective communication in the levels of management.
 20. Describe in detail about Ethics committee in an organization.
-

D-2094

Sub. Code

30812

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

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. Define Trait theory.
2. What is perception?
3. Define group dynamics.
4. Mention the types of power.
5. What is political behavior?
6. Define conflict process.
7. List the factors affecting the organizational climate.
8. What is reaction change?
9. Define homogeneity of National culture.
10. Mention few challenges of organizational Development.

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the global emergence of organizational behavior as a discipline.

Or

- (b) Write short note on organizational commitment.

12. (a) Write short note on the role of emotional intelligence in an organization.

Or

- (b) Write a brief note on stress management.

13. (a) Discuss briefly about the effective use of Power in an organization.

Or

- (b) Write a brief note on the impact of organizational politics.

14. (a) Mention the difference between organizational efficiency and effectiveness.

Or

- (b) Write a brief note on the impact of organizational culture on strategies.

15. (a) Discuss briefly about the strategies to overcome the barriers.

Or

- (b) Write a brief note on change process.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain in detail about problem solving and decision making.
 17. Explain the theories of group formation.
 18. Write a detailed note on Change and Proactive Vs Reaction change.
 19. Write a detailed note on organizational behaviour responses to global and cultural diversity.
 20. Describe in detail about organizational effectiveness of developing gender sensitive at workplace.
-

D-2095

Sub. Code

30813

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

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. Mention the scope of Human resource management.
2. List some models of Human resource management.
3. What is succession planning?
4. Mention the types of test in employee selection process.
5. What is need assessment?
6. What is meant by fringe benefits?
7. List few employee retention methods.
8. What is MSO approach?
9. Define sweet equity.
10. What is meant by Statutory benefits?

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the function of Human resource management.

Or

- (b) Write short note on the competitive challenges of Human resource management.

12. (a) Write short note on Human resource policies.

Or

- (b) Write a brief note on IT and recruiting on the internet.

13. (a) Discuss briefly about the training techniques.

Or

- (b) Write a brief note on Human resource accounting and audit.

14. (a) Write brief note on various retention methods.

Or

- (b) Write a short note on the performance appraisal programmes.

15. (a) Discuss briefly about the employee grievances and their redressal.

Or

- (b) Write a brief note on Discipline administration.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain in detail about the evolution of Human resource management.
 17. Explain in detail about the training methods for operatives and supervisors.
 18. Write a detailed note on the job development techniques using HR to build a responsive organization.
 19. Write a detailed note on the process and methods of performance appraisal programme.
 20. Describe in detail about retirement benefits and other welfare measures to build employee commitment.
-

D-2096

Sub. Code

30814

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

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 questions.

1. Mention the working hours as per Factories act.
2. What is a penalty provision?
3. Define Lock-out.
4. What is Lay-off?
5. List some unfair Labour practices.
6. What is standing committee?
7. What does Miscellaneous Provision Act, 1952 implies?
8. List some importance of employer and employee relationship.
9. What is labour legislation?
10. Define labour act.

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the provision relating to health in the factories act.

Or

- (b) Write short note on the powers of authority under factories Act.

12. (a) Write short note on remedies of employer against stranger.

Or

- (b) Write a brief note on IT and recruiting on the internet.

13. (a) Discuss briefly about the training techniques.

Or

- (b) Write a brief note on the references of industrial disputes.

14. (a) Write brief note on settlements and strikes.

Or

- (b) Write a short note on transfer and closure.

15. (a) Discuss briefly about the employee's state insurance corporation.

Or

- (b) Write a brief note on the problems pertaining to the employee.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Write a detailed note on the Workmen's compensation Act, 1923.
 17. Explain in detail about the Shops and establishment Act, 1947.
 18. Write a detailed note on the functions, disputes and claims of the employee welfare insurance inspectors.
 19. Write a detailed note on the Employees Provident fund and other schemes.
 20. Describe in detail about the provisions relating to transfer of accounts and liability in case of transfer of establishment.
-

D-2097

Sub. Code

30821

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

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 questions.

1. Define Career Planning.
2. What is Public Personnel Administration?
3. Point out the few merits of Civil Service.
4. What is Performance Appraisal?
5. Expand UPSC, SSC.
6. Why proper training is important?
7. List out the merits of Promotion.
8. Write a note on retirement benefits.
9. What is morale?
10. State the importance of discipline among civil servant.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Briefly explain the functions of Personnel Administration.

Or

- (b) Give a short note on Public service and their role in administrative system.

12. (a) Describe about Central and State training Institutes Personnel.

Or

- (b) Write about the types of recruitment.

13. (a) Briefly explain the concept of Feature Maladies.

Or

- (b) Give a short note on problems of recruitment.

14. (a) Describe about Personnel Policy.

Or

- (b) Point out the prospects of personal management.

15. (a) Briefly explain civil service in the context of modern bureaucracy.

Or

- (b) Write a short note on types of Civil servants.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the characteristics of Public Personnel Administration.
 17. Elaborate on Central and State training Institutes Personnel.
 18. Describe about the need, types and importance of Recruitment.
 19. Elaborate on the salient features of Redressal of Public Grievances.
 20. Explain in detail about the rights of civil servant.
-

D-2098

Sub. Code

30822

DISTANCE EDUCATION

M.A. (PM&IR) DEGREE EXAMINATION, DECEMBER 2023.

Second Semester

LABOUR LEGISLATIONS – II

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define industrial relation.
2. What are trade Unions?
3. Point out the few merits of labour Legislation.
4. What is labour welfare?
5. Write about fixation of wage periods.
6. Why labour welfare fund is essential?
7. List out the merits of maintenance of registers and records.
8. Write the welfare measures available to contract labour.
9. What are the causes of accident in industries?
10. State the causes for industrial dispute.

PART B — (5 × 5 = 25 marks)

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

11. (a) Briefly explain the eligibility and payment of bonus.

Or

- (b) Give a short note on set on and set off allocable surplus.

12. (a) Describe about inspectors appointment of authorities.

Or

- (b) How adjudication of claims is done?

13. (a) Briefly explain the determination and recovery of amount of gratuity.

Or

- (b) Give a short note on Procedure for fixing minimum wages.

14. (a) How appointment of advisory board for minimum wages act is done?

Or

- (b) Point out the duration and modification of standing orders.

15. (a) Briefly explain the liabilities of Trade Unions.

Or

- (b) Write a short note on power of certifying officer.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain in detail Payment of Bonus Act
 17. Elaborate on Payment of Gratuity, exemption and nomination.
 18. Explain the pros and cons of Minimum Wages Act, 1948.
 19. Elaborate on the salient features of Trade Union act, 1926.
 20. Explain in detail about Industrial Employment Act, 1946.
-

D-2099

Sub. Code

30823

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

Second Semester

TRAINING AND DEVELOPMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define Training
2. List two difference between training and development.
3. What is the ultimate objective of human resource development?
4. What is Professional tax?
5. List the different levels of needs assessment.
6. What is organizational analysis?
7. What are the two main sources of recruitment?
8. What is training climate?
9. What is the walkabout method of training?
10. What is the importance of executive development?

PART B — (5 × 5 = 25 marks)

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

11. (a) State the difference between Human Resource Management and HRD.

Or

- (b) Examine how HRD systems are designed.

12. (a) Describe the steps involved in tasks analysis.

Or

- (b) Discuss needs assessment of training in detail.

13. (a) Describe the essential principles of a training programme.

Or

- (b) Discuss the various off-the-job training methods.

14. (a) Discuss the different types of executive development programmes.

Or

- (b) Examine Kirkpatrick model of training evaluation.

15. (a) Examine the criteria used for selecting trainers.

Or

- (b) Discuss the National Training Policy introduced in 2012.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the differences between the top down and bottom up approach to training
 17. Examine the organizational structure of training organizations.
 18. Explain the importance of training and development in manufacturing organizations.
 19. Explain the basic methods for measuring results of evaluation.
 20. Explain how training evaluation are designed.
-

D-2100

Sub. Code

30824

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

Second Semester

BUSINESS ENVIRONMENT

(CBCS 2018-19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. What are the components of the macro environment?
2. Define ETOP.
3. What is business environment?
4. What does legal environment of business denote?
5. Name the factors involved in PESTLE analysis.
6. What is the main objective of the Startup India programme?
7. What is international trade?
8. What is a capital market?
9. List any two functions of the Reserve Bank of India.
10. What are the functions of WTO?

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss the essential components of the micro environment.

Or

- (b) Write a short note on the catalytic role of government in business.

12. (a) 'Entrepreneurial governments are creative and innovative.' Explain.

Or

- (b) State the main features of the MSME Act.

13. (a) Analyse the latest trends in GDP growth.

Or

- (b) What are the different forms of foreign investment?

14. (a) Briefly mention the function of trade unions.

Or

- (b) List the characteristics of entrepreneurship.

15. (a) What is the significance of clean technology?

Or

- (b) Discuss the merits and demerits of privatization.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the five Ms of the internal environment.
 17. How has the advent of technology impacted the business environment?
 18. Discuss India's planning strategy in terms of industrial development.
 19. Explain the various roles of the Reserve Bank of India (RBI).
 20. Analyse the impact of technology on globalization.
-

D-2101

Sub. Code

30831

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

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. What do you mean by the term 'contract'?
2. What is quasi-contract?
3. Which section of the Indian Contract Act defines 'free consent'?
4. What do you mean by 'negotiable instrument'?
5. What do you mean by 'contract of indemnity'?
6. Identify the various stages of formation of a company
7. What does surrender value denote?
8. What does general insurance mean?

9. List the types of registered companies on the basis of liability of members.
10. Define Digital Signature

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss the significance of Indian contract Act, 1872

Or

- (b) Highlight about Contract of Indemnity and Guarantee.

12. (a) Write a short note on Carriers Act, 1865.

Or

- (b) Discuss about Contract of sale conditions.

13. (a) Write about Presentations of negotiable instrument.

Or

- (b) Discuss about the Judicial set up in India.

14. (a) Write briefly about nature and kinds of companies.

Or

- (b) Outline the limited liabilities of partnership.

15. (a) Discuss about Information technology Act, 2000.

Or

- (b) Highlight the role of Public Information Officer.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the types and essentials of consideration.
 17. Explain the significance of Railways Act, 1989 and Carriage by Road Act, 2007.
 18. Explain the fundamental principles of Life Insurance and Fire Insurance.
 19. Elaborate on Companies Act, 1956.
 20. Explain in detail about the Right to Information Act, 2005.
-

D-2102

Sub. Code

30832

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

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. Write the components of information system.
2. What is the element of MIS?
3. Mention the limitations of MIS.
4. What is Decision Support System?
5. Define operations research.
6. What is meant by global integration?
7. Define Wide Area Networks.
8. What is M-commerce?
9. List some output devices.
10. Define supply chain management.

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the structure of MIS.

Or

- (b) Write short note on various activities of IS and its types.

12. (a) Write short note on DSS model and software.

Or

- (b) Write a brief note on Artificial Intelligence and expert system.

13. (a) Discuss briefly about the control system in an Indian organization.

Or

- (b) Write a brief note on the Electronic bulletin board systems.

14. (a) Write short note on Local Area Network.

Or

- (b) Write a short note on Digital networks.

15. (a) Discuss briefly about Electronic Data Inter-change.

Or

- (b) Write a brief note on Value added networks.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Write in detail about the evolution of MIS.
 17. Elaborate on the Executive information and decision support systems,
 18. Explain in detail about the uses of social media in business organization.
 19. Write a detailed note on managing information resources and technologies.
 20. Describe in detail about the social challenges of Information technology.
-

D-2103

Sub. Code

30833

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

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. What is Labour movement?
2. Define Trade Union.
3. What is the role of trade union?
4. Expand ICFTU.
5. What is statutory welfare measure?
6. Define conciliations.
7. What is voluntary arbitration?
8. Define Bipartisan.
9. What is adjudication?
10. Define Ergonomics.

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the salient features of the constitution of India.

Or

- (b) Write short note on the role of internal trade union.

12. (a) Write short note on central organization of workers in India.

Or

- (b) Write a brief note on WFTU.

13. (a) Discuss briefly about the PCR rights and duties.

Or

- (b) Write a brief note on the industrial relations machinery.

14. (a) Write short note on Employee safety programme.

Or

- (b) Write a short note on Industrial peace.

15. (a) Discuss briefly about damage control and system.

Or

- (b) Write a brief note on construction labour.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Write in detail about the development of trade unionism in India.
 17. Write a detailed note on trade unions and economic development.
 18. Elaborate on the role of government employers and trade unions in Industrial relations.
 19. Write a detailed note on the management of strikes and lockouts.
 20. Describe in detail about the modern trends in educational and social development.
-

D-2104

Sub. Code

30834

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

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 is scarcity?
2. Define marginalism.
3. Define the law of Equi-Marginal utility.
4. State the law of demand.
5. Define the law of variable proportion.
6. What is cost function?
7. Define liquidity preference theory.
8. What is bilateral monopoly?
9. Define Oligopoly.
10. What is wage differential?

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the scope and method of economics.

Or

- (b) Write short note on opportunity costs and time value of money.

12. (a) Write short note on marginal rate of substitution.

Or

- (b) Write a brief note on income elasticity of demand.

13. (a) Discuss briefly about the factors of production and production function.

Or

- (b) Write a brief note on economics and diseconomies.

14. (a) Write short note on nature of cost in economics.

Or

- (b) Write a short note on condition of competitive equilibrium.

15. (a) Discuss briefly about marginal productivity and profits.

Or

- (b) Write a brief note on wages and productivity wage regulation.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Write in detail about the application of managerial economics to business.
 17. Elaborate on budget line and consumer equilibrium.
 18. Write a detailed note on the concept of measurement of elasticity of demand and the factors affecting it.
 19. Write a detailed note on price theory and its practices.
 20. Describe in detail about the National income concepts and its measurement.
-

D-2105

Sub. Code

30841

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

Fourth Semester

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 is Compensation?
2. Define rewards
3. List any two wage administration rule.
4. What is minimum wage?
5. Why perfect competition is important?
6. Write a note on monetary dimension.
7. Define Fringe benefit.
8. What is Profit sharing?
9. Expand KPP.
10. Define executive compensation.

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss about wage levels and wage structures.

Or

- (b) State the factors influencing wage and salary

12. (a) Write a short note on basic kinds of wage plans.

Or

- (b) Discuss about the elements of a good wage plan.

13. (a) Write about the incentives for direct and indirect categories.

Or

- (b) Discuss about the merits of Trade Unionism.

14. (a) State the objectives of Job evaluation.

Or

- (b) Write a short note on service benefit, merit cum reward and promotion.

15. (a) Discuss about International Compensation.

Or

- (b) Write about planning compensation for executives and knowledge workers.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the compensation based on macro-economic and micro- economic factors.
 17. Elaborate on designing pay structure.
 18. Explain the principles and procedure of Job evaluation programs.
 19. Explain the current trends in Compensation.
 20. Elaborate on Wage Incentives in India and list the types.
-

D-2106

Sub. Code

30842

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

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. State the difference between domestic HRM and International HRM.
2. What are the challenges of globalizing HR?
3. Define host.
4. What is meant by election process?
5. Define global HR integration.
6. What is multiculturalism?
7. Define wage linked performance.
8. Expand IBRD.
9. Define brain bank.
10. What is meant by union tactics?

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the operative functions of human resource management.

Or

- (b) Write short notes on the issues in staff selection of expatriates.

12. (a) What is third country nations and discuss about the selection criteria for global assignments.

Or

- (b) Write a brief note on the challenges of global placement.

13. (a) Discuss briefly about the cultural adoptability vis-à-vis individuality.

Or

- (b) Write a brief note on managing cross-cultural diversities.

14. (a) Write short note on direct and indirect compensation.

Or

- (b) Write a short note on international compensation.

15. (a) Discuss briefly about the international compensation.

Or

- (b) Write a brief note on leadership training.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Write in detail about the scope of International human resource management.
 17. Elaborate on the compensation structure in MNCs.
 18. Explain the impact of different learning styles on training and development.
 19. Write a detailed note on the labour relations in the international area.
 20. Describe in detail about the issues and challenges of IHRM.
-

D-2107

Sub. Code

30843

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

Fourth Semester

EMOTIONAL COMPETENCE

(CBCS 2018-19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define emotion.
2. Who coined the term Emotional Intelligence?
3. What is personal competence?
4. Define creative thinking.
5. What is mutual trust?
6. What are social skills?
7. Define leadership.
8. What is empathy?
9. What is intrinsic motivation?
10. List the uses of multiple intelligence.

PART B — (5 × 5 = 25 marks)

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

11. (a) How emotional intelligence is important in workplace?

Or

- (b) Discuss about the merits of social competence.

12. (a) State the importance of career planning.

Or

- (b) Describe about passive emotion.

13. (a) Highlight about the merits of conflict management.

Or

- (b) Write about performance evaluation.

14. (a) Why job analysis is important?

Or

- (b) How will you build emotional competence?

15. (a) Why collaboration and co-operation is important in an organization?

Or

- (b) Suggest the ways of imparting competence training.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Elaborate on the merits of emotional intelligence.
 17. Explain the different leadership traits.
 18. Elaborate on the importance of communication in workplace.
 19. Explain the different types of leadership.
 20. Elaborate on the merits of stress management.
-

D-2108

Sub. Code

30844

DISTANCE EDUCATION

M.A (PM & IR) DEGREE EXAMINATION, DECEMBER 2023.

Fourth Semester

ORGANISATIONAL DEVELOPMENT

(CBCS 2018-19 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define organization.
2. What is organizational development?
3. What is team intervention?
4. Define action research.
5. What is inter-group intervention?
6. Expand MBO.
7. What is TQM?
8. State the merits of selling ethical standards.
9. Why team work is important?
10. What is consultant -client relationship?

PART B — (5 × 5 = 25 marks)

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

11. (a) Write the scope of organizational development.

Or

- (b) Brief out the history of organizational development.

12. (a) Describe about the classification of intervention.

Or

- (b) State OD intervention methods.

13. (a) Action research as a process — Explain.

Or

- (b) How will you use action research in organizational development?

14. (a) Write a brief note of QWL.

Or

- (b) Describe about organizational development and organizational performance.

15. (a) Describe about structural interventions.

Or

- (b) Highlight about the future of organizational development.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain Gestalt approach of team building.
 17. Elaborate on diagnostic, action and process in OD.
 18. Elaborate on personal, inter-personal and group process intervention.
 19. Explain the merits of Total Quality Management.
 20. Elaborate on the Indian experiences in organizational development.
-