

D-1420

Sub. Code

30811

DISTANCE EDUCATION

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

First Semester

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 the importance of Decision making
3. Point out the few functions of effective communication.
4. What is business ethics?
5. Write a short note on balanced score-card.
6. What is Creativity?
7. List out the few role of leadership.
8. Write the meaning of Co-ordination.
9. Define Planning.
10. What is motivation?

PART B — (5 × 5 = 25 marks)

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

11. (a) Briefly explain the contributions of FW Taylor.

Or

- (b) Give a short note on evolution of management.

12. (a) Describe about Organizational Culture.

Or

- (b) Differentiate between Management Vs Administration.

13. (a) Briefly explain about Leadership styles.

Or

- (b) Give a short note on different types of Leaders.

14. (a) Describe about relevance of values in Management.

Or

- (b) Point out the importance of Controlling.

15. (a) Briefly explain about Trait theory.

Or

- (b) Write a short note on Maslow's motivation theory.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain in detail about the scope and functions of management.
17. Narrate about the process of recruitment and selection.

18. Describe about the functions of management.
 19. Elaborate on the Physiological and Psychological aspects of motivation.
 20. Explain in detail about Total Quality Management.
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D-1421

Sub. Code

30812

DISTANCE EDUCATION

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

First Semester

ORGANISATIONAL BEHAVIOUR

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions

1. Define Organisational behaviour.
2. What is personality?
3. Point out the few functions of Emotional Intelligence.
4. What is Problem solving?
5. Write a short note on Group behaviour
6. What is Organizational power?
7. List out the importance of inter-personal communication.
8. Write the meaning of Organizational change
9. Define cultural diversity.
10. State the role of Organizational Development.

PART B — (5 × 5 = 25 marks)

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

11. (a) Briefly explain the approaches of Organisational behaviour

Or

- (b) Give a short note on nature and dimensions of attitude.

12. (a) Describe about formation of teams.

Or

- (b) Write about political behaviour in organisation.

13. (a) Briefly explain about Organizational conflict.

Or

- (b) Give a short note on Organizational climate.

14. (a) Describe about the features of OD

Or

- (b) Point out the difference between Proactive Vs. Reaction Change.

15. (a) Briefly explain the issues in Organizational Culture.

Or

- (b) Write a short note on barriers in Communication.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain in detail about the importance and development of Personality.
 17. Narrate about the Emotional Intelligence performance in an Organization.
 18. Describe about constructive and destructive conflict with examples.
 19. Elaborate on the salient features of Stress Management.
 20. Explain in detail about homogeneity and heterogeneity of national cultures.
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D-1422

Sub. Code

30813

DISTANCE EDUCATION

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

First Semester

HUMAN RESOURCE MANAGEMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions

1. Define Management.
2. List out the challenges in HRM
3. Point out the role of Human Resource Manager.
4. What is Job analysis?
5. Write a short note on Human Resource Policy.
6. What is simulation?
7. List out the few role of Executive Development.
8. Write the meaning of Employee Compensation.
9. What is Sweat Equity?
10. Expand MBO approach.

PART B — (5 × 5 = 25 marks)

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

11. (a) Briefly explain the scope of Human resource Management.

Or

- (b) Give a short note on Human Resource Planning.

12. (a) Describe about the types of test.

Or

- (b) Write a short note on computer aided interview.

13. (a) Briefly explain about training methods for operatives and Supervisors.

Or

- (b) Give a short note on computer applications in Human Resource Management.

14. (a) Describe about job evaluation and incentives.

Or

- (b) Point out the importance of Career planning and development.

15. (a) Briefly explain about Trade union.

Or

- (b) Write a short note on Personnel research and personnel audit.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the functions of Human Resource Management.
 17. How will you design and conduct effective interview?
 18. Describe about the need analysis and training techniques.
 19. Elaborate on the need and problems of employees various retention methods.
 20. Explain in detail about Employee welfare and safety.
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D-1423

Sub. Code

30814

DISTANCE EDUCATION

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

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 the questions.

1. Define Compensation.
2. What is Labour Legislation?
3. Point out the few Penalty Provisions.
4. What is Retrenchment?
5. Write a short note on Distribution of Compensation.
6. Why Labour Act is important?
7. List out the Problems of Employee.
8. Write the role of Medical Benefit Council.
9. How will you recover money due from employer?
10. State the role of Inspectors.

PART B — (5 × 5 = 25 marks)

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

11. (a) Briefly explain Licensing and registration of factories.

Or

- (b) Give a short note on Factories Act, 1948.

12. (a) Describe about Power and duties of authorities.

Or

- (b) Write about the authorities for settlement of industrial disputes.

13. (a) Briefly explain about Shops and Establishment Act, 1947.

Or

- (b) Give a short note on Lock-out and Lay off.

14. (a) Describe about Provisions related to contribution.

Or

- (b) Point out the importance of Employees Provident Fund.

15. (a) Briefly explain the Contract Labour Regulations and Abolition Act, 1970.

Or

- (b) Write a short note on appointment of inspectors and their duties.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain in detail about the Workmen's Compensation Act, 1923.
 17. Elaborate about the Industrial Dispute Act, 1947.
 18. Describe about Unfair labour practices in detail.
 19. Elaborate on the salient features of Employees State Insurance Act, 1948.
 20. Explain in detail about the employer and employee relationship.
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D-1424

Sub. Code

30821

DISTANCE EDUCATION

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

Second Semester

PUBLIC PERSONNEL ADMINISTRATION

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. Explain the meaning of Public Personnel Administration.
2. What do you mean specialists services?
3. Expand UPSC and SPSC.
4. Write short notes on Promotion.
5. Explain the concept of civil services.
6. Mention the importance of training.
7. Discuss importance of promotion.
8. What are the types of Redressel of Public Grievances?
9. Write short notes on Nature of Rights of civil servants.
10. Specify Retirement benefits of civil servants.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain functions of public personnel administration.

Or

- (b) Elaborate the development of civil services in India.

12. (a) Discuss an importance of central and state training institutes on career planning and training.

Or

- (b) Describe types of recruitment.

13. (a) Analyse the problem of recruitment.

Or

- (b) Explain need of training for career development.

14. (a) Explain the scope of redressal of public grievances on features management of change.

Or

- (b) How for morale of employees improve their performance.

15. (a) What are the bases of bureaucracy?

Or

- (b) "Is performance appraisal necessary for better organisation functioning" – Discuss.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain classification of services (cadres).
 17. Describe the recruitment process and its importance in civil services.
 18. Analyse the methods of training and its importance on career development.
 19. Discuss rights of civil servants.
 20. Explain an importance of civil service in modern bureaucracy.
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D-1425

Sub. Code

30822

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, MAY 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. Who are all eligible to get bonus?
2. What do you mean Bonus.
3. Explain nomination as mentioned in payment of gratuity Act 1972.
4. Specify time of payment specified in payment of wages Act 1936.
5. How for maintenance of records and registers importance in payment of wages Act 1936.
6. What are the objectives of minimum wages Act 1948.
7. Who are all the member in advisory board specified in minimum wages act 1948.
8. How many personnels required to form trade union?
9. Write short notes on trade union.
10. Specify four names of trade union functioning in India.

PART B — (5 × 5 = 25 marks)

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

11. (a) What are the deductions made from bonus payable.

Or

- (b) Explain set on and set off allocable surplus.

12. (a) Explain determination and recovery of the amount of gratuity.

Or

- (b) Specify the powers of inspectors appointed as specified in payment of wages Act 1936.

13. (a) What are the procedure for fixing and receiving minimum wages.

Or

- (b) What are registers and records maintained as specified in minimum wages Act 1948.

14. (a) Narrate interpretation of standing orders.

Or

- (b) What are the liabilities of trade unions.

15. (a) Explain the term (i) Bonus (ii) gratuity.

Or

- (b) Define trade union and specify its functions.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain interim bonus linked with production and its implications.
 17. Describe salient features of payment of gratuity Act 1972.
 18. Discuss an important provisions of minimum wages Act 1948.
 19. Elaborate the significance of industrial employment (Standings orders) Act 1946.
 20. “Trade union is essential for enhancing the welfare of employes” – Discuss.
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D-1426

Sub. Code

30823

DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, MAY 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. What are the objectives of training?
2. Explain organisational structure of training organisation.
3. What are the challenges of training managers?
4. Describe need of employees training.
5. What do you mean evaluation of training?
6. Specify theories of learning which is related to training.
7. What are the types of training?
8. Explain ROI and IRR.
9. Write short notes on ICE breaking.
10. Explain cost benefit analysis.

PART B — (5 × 5 = 25 marks)

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

11. (a) What are the differences among education, training and development?

Or

- (b) Explain GST and professional tax.

12. (a) What are the functions of employees training?

Or

- (b) Describe scope of executive development programmes.

13. (a) Explain key performance parameter.

Or

- (b) Write short notes on evaluation of training.

14. (a) Examine latest scenario of assessing training.

Or

- (b) Explain role of trainer in evaluation of training.

15. (a) Write short notes on training in service organization.

Or

- (b) Explain areas of training.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain levels of training.
 17. Discuss need and importance of employees training.
 18. Examine methods of evaluation of effectiveness of training.
 19. Explain development programmes in public and private sectors organizations.
 20. Discuss the role of managers on training.
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D-1427

Sub. Code

30824

DISTANCE EDUCATION

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

Second Semester

BUSINESS ENVIRONMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What do you mean Business Environment?
2. Explain political environment.
3. Write short notes on stock exchanges.
4. What do you mean Export – Import policy.
5. Explain clean technology.
6. Write a note on cooperative sectors.
7. Explain LPG.
8. Expand WTO- IMF.
9. Explain PESTLE.
10. Define Trade union.

PART B — (5 × 5 = 25 marks)

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

11. (a) What are the dynamic factors of environment?

Or

- (b) Explain role of government in Business.

12. (a) Explain the regulations of stock exchanges.

Or

- (b) Describe fiscal deficits and inflation.

13. (a) What are the social and cultural factors which influences business environment?

Or

- (b) Explain technology trend in India.

14. (a) Write briefly law on consumer protection.

Or

- (b) Explain contribution of world bank in global economic development.

15. (a) Explain the concept of business environment.

Or

- (b) Write short notes on economic environment and its impact on business.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Elucidate the fundamental issues captured in PESTLE.
17. Explain labour environment and its impact on business environment

18. Examine role of information technology on Business Environment.
 19. Discuss the new economic policy on Business environment.
 20. Critically analyse the impact of Globalisation on business in India.
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D-1428

Sub. Code

30831

DISTANCE EDUCATION

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

Third Semester

BUSINESS LAW

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions

1. What is meant by contract?
2. Define proposal.
3. What is Quasi contract?
4. Define law of Agency.
5. What is meant by contract of sale?
6. Write the significance of the carrier act, 1865.
7. What is material alteration?
8. Define limited liability.
9. What is digital signature?
10. List some methods of winding – up.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the essential elements of contract.

Or

- (b) Write short notes on offer and acceptance by post.

12. (a) Write short note on Privity of contracts.

Or

- (b) Write a brief note on the bailment and pledge.

13. (a) Discuss briefly about the rights of an unpaid seller.

Or

- (b) Write a brief note on the Railway Act, 1989.

14. (a) Write briefly about the presentations of negotiable instrument.

Or

- (b) Write a short note on Legal principles.

15. (a) Discuss briefly about the Incorporation of companies.

Or

- (b) Write a brief note on the prospects of Companies Act, 1956.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions

16. Write in detail about the classifications, duties and rights of Bailor and Bailee.
 17. Elaborate on the registration of firms under Life Insurance Corporation Act, 1956.
 18. Explain in detail about the E – filling of documents under Ministry of Corporate Affairs.
 19. Write a detailed note on the acknowledgement and dispatch of Electronic record.
 20. Describe in detail about the obligation of public authority and designation of public information officer.
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D-1429

Sub. Code

30832

DISTANCE EDUCATION

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

Third Semester

MANAGEMENT INFORMATION SYSTEM

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions

1. What is an information system?
2. What is TPS?
3. List the methods of Conversion.
4. What are the physical components of an MIS?
5. Name the types of Information Systems
6. Write a note on data processing.
7. Define prototyping.
8. What are the main elements of a Computer System?
9. What is Decentralization?
10. What is Email Spoofing?

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Discuss the components of Information System.

Or

- (b) Highlight the characteristics and basic requirements of MIS.

12. (a) Write a short note on MIS in Indian Organizations.

Or

- (b) Discuss about Online information services.

13. (a) Write about MIS for Research Production.

Or

- (b) Discuss about MIS for finance.

14. (a) Write briefly about Communication servers.

Or

- (b) Outline the merits of digital networks.

15. (a) Discuss about the types of computer system processing.

Or

- (b) Write about IS architecture and management.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions

16. Explain in detail about MIS and Decision Support System
 17. Explain the merits of Internet, Email and interactive video.
 18. Explain MIS for Inventory, Logistics and Product development.
 19. Elaborate on Enterprise Resource planning systems.
 20. Explain in detail about the Ethical Challenges of MIS.
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D-1430

Sub. Code

30833

DISTANCE EDUCATION

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

Third 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. When was the AITUC formed?
2. Who led the early Trade Union Movement in India?
3. What are the main objectives of the ILO?
4. Write the financial position of trade unions.
5. What is Labour welfare fund?
6. List the objectives of the rural sector.
7. How is child labour a barrier to harmonious industrial relations?
8. Write a brief note on Bipartite or triangular settlement.
9. What is social security?
10. Define the term 'Child Labour'.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Discuss the concept of labour movement.

Or

- (b) Write a short note on trade union movement.

12. (a) Write a short note on role of internal trade union.

Or

- (b) Discuss the role of ICFTU and WFTU.

13. (a) Write about welfare funds of labour.

Or

- (b) Discuss about grievance procedure of workers.

14. (a) Write the process of collective bargaining.

Or

- (b) Write a short note on Wage boards and its reports.

15. (a) Discuss about employee safety programme.

Or

- (b) Write about the growth of ergonomics.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions

16. Explain fundamental rights and directive principles of state policy.
17. Explain in detail about PCR rights and duties.

18. Explain industrial relation machinery and the types of negotiations.
 19. Explain the role of government employers and unions in industrial relations.
 20. Explain in detail about Child, Female and Agricultural Labour.
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D-1431

Sub. Code

30834

DISTANCE EDUCATION

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

Third Semester

PRINCIPLES OF ECONOMICS

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions

1. What is Social Cost?
2. Define Economics.
3. Write the meaning of Incrementalism.
4. What is marginal cost?
5. Why demand analysis is important?
6. Write a note on cross elasticity of demand.
7. Define Bilateral monopoly.
8. What is Quasi rent?
9. What is circular flow of income?
10. Define National Income.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Discuss the scope of Managerial Economics.

Or

- (b) State the difference between Micro vs. Macro Economics.

12. (a) Write a short note on Consumer behaviour.

Or

- (b) Discuss about Income elasticity of demand.

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

Or

- (b) Discuss about short run and long run cost.

14. (a) State the difference between Fixed Costs Vs. Variable Costs.

Or

- (b) Write a short note on theory of wages.

15. (a) Discuss about Monopoly, Oligopoly and Duopoly.

Or

- (b) Write about Macro – Economic Variables.

SECTION C — (3× 10 = 30 marks)

Answer any THREE questions

16. Explain the scope and method of economics.
 17. Elaborate on the factors affecting elasticity of demand.
 18. Explain in detail the theory of production.
 19. Explain the types of competition in market.
 20. Elaborate on Macro economic analysis.
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D-1432

Sub. Code

30841

DISTANCE EDUCATION

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

Fourth Semester

COMPENSATION MANAGEMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions

1. What is meant by the term wage levels?
2. Mention few components of compensation.
3. What is fixation factor?
4. Define competition factor.
5. What is surveying pay?
6. Define incentive.
7. What is meant by fringe benefits?
8. What is evaluated job?
9. Define the term token of gift.
10. List some key performance parameters.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the compensation based on macroeconomics.

Or

- (b) Write short notes on structure and principles of wage.

12. (a) Write short note on wage differentials.

Or

- (b) Write a brief note on perfect competition and imperfect competition.

13. (a) Discuss briefly about designing the pay structure.

Or

- (b) Write a brief note on components of remuneration.

14. (a) Write short note on employee stock option plans.

Or

- (b) Write a short note on determinants of incentives.

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

Or

- (b) Write a brief note on compensation for knowledge personnel.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions

16. Write in detail about the determination process and wage administration.
 17. Elaborate on the wage fixation factors.
 18. Write a detailed note on the monetary and non – monetary dimensions of Incentive schemes.
 19. Write a detailed note on the principles and procedure of job evaluation plans.
 20. Describe in detail about the planning compensation for executives and knowledge workers.
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D-1433

Sub. Code

30842

DISTANCE EDUCATION

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

Fourth Semester

GLOBAL HUMAN RESOURCE 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 manpower planning?
2. Define Personnel Audit.
3. List two merits of recruitment.
4. Name the sources of recruitment.
5. What are the components of compensation?
6. Expand LIPs.
7. Write any two job search engines.
8. List the importance of human resource development.
9. What is labour mobility?
10. Why HR relation management is important?

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss the need for Manpower planning.

Or

- (b) Write a short note on approaches to HRM.

12. (a) State the differences between domestic HRM and IHRM.

Or

- (b) Discuss about Human Resource Planning in IHRM.

13. (a) Write about the challenges of Global placement.

Or

- (b) Discuss about salient features of Multiculturalism.

14. (a) Discuss about International Compensation.

Or

- (b) Write a short note on the salient features of Labour Relations in the USA.

15. (a) Discuss about the area of training.

Or

- (b) Write about the importance of relationship between employer and employee.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the factors and steps in designing Global HR compensation.
17. What are Standard Vs Tailor Made Training programs? Assess each.

18. Present the cultural experiences of best-run Companies, giving suitable examples.
 19. Explain the factors and features of MNC compensation structure.
 20. Elaborate on the role of Strategic Management of International Labour Relations.
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D-1434

Sub. Code

30843

DISTANCE EDUCATION

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

Fourth Semester

EMOTIONAL COMPETENCE

(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 emotion?
2. Define Emotional Intelligence.
3. Write the meaning of social competence.
4. What is Critical thinking?
5. Why teamwork is important?
6. Write a note on Innovation.
7. Define Empathy.
8. List the social skills.
9. What is multiple intelligence?
10. Define Leadership.

PART B — (5 × 5 = 25 marks)

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

11. (a) How emotional intelligence is useful at workplace?

Or

- (b) Write a short note on intercultural communication.

12. (a) Write a short note on Personal Competence.

Or

- (b) Discuss about career planning.

13. (a) Write about the merits of Optimism.

Or

- (b) Discuss about the importance of motivation.

14. (a) How to develop social competence?

Or

- (b) Write a short note on conflict management.

15. (a) Discuss about the objectives of team and group work.

Or

- (b) Write about employee involvement and rewarding employees.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain in detail about Emotional Competence.
 17. Explain the merits of mutual trust and consciousness at workplace.
 18. Explain the different types of leadership.
 19. Elaborate on Job enrichment, Job enlargement and Job analysis.
 20. Explain in detail about Stress Management.
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D-1435

Sub. Code

30844

DISTANCE EDUCATION

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

Fourth Semester

ORGANISATIONAL DEVELOPMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What is management development?
2. Define Operation Research.
3. List two characteristics of an effective organization.
4. OD is a form of applied behavioral science – Justify.
5. Name the three elements in OD process.
6. Write a note on Decision making.
7. Define Goal setting.
8. List the importance of sensitivity training laboratory
9. What is Role Analysis Technique Intervention?
10. Write a note on strength of OD

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss the methods of OD.

Or

- (b) Write a short note on history of organisational development.

12. (a) Write a short note on Gestalt approach of team building.

Or

- (b) Discuss about inter group interventions.

13. (a) Write about organisational development interventions.

Or

- (b) Discuss about Quality of Work Life.

14. (a) How to build client relationship?

Or

- (b) Write a short note on key consideration and issues in organisational development.

15. (a) Discuss about the future of organisational development.

Or

- (b) Write about the significance of MBO.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the nature and scope of organisational development.
 17. How to use Action research in organisational development?
 18. Explain the ethical standards in organisational development.
 19. Elaborate on Total Quality Management.
 20. Explain in detail about Indian experiences in organisational development.
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