

<b>D-6368</b>
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<b>Sub. Code</b>
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<b>30811</b>
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**DISTANCE EDUCATION**

**M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**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 the questions.**

1. Mention the role of Managers (any two).
2. Define planning premises.
3. Define organizing.
4. What is motivation?
5. List the functions of management.
6. What is grapevine in communication?
7. What is meant by human factor?
8. Define control.
9. What is strategic alliance?
10. Define budget.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Explain the nature of principles of management.

Or

- (b) State the limitations of planning.

12. (a) Differentiate formal organization with informal organization.

Or

- (b) Explain Mc Gregor's theory X & theory Y of motivation.

13. (a) Explain the importance and elements of directing.

Or

- (b) Explain the various styles of leadership.

14. (a) Explain the various elements of communication.

Or

- (b) Mention the principles of coordination with example.

15. (a) Discuss the process of controlling.

Or

- (b) What is the future of media in digital branding? Discuss with example.

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

Answer any THREE questions.

16. Explain Henri Fayol's 14 administrative principles of management.
  17. Distinguish between line and staff function.
  18. "Dynamic leadership is an integral part of effective management" – Discuss.
  19. Explain various types of communication in detail.
  20. State and explain the barriers to "Total quality management" implementation in an organization.
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<b>D-6369</b>
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<b>Sub. Code</b>
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<b>30812</b>
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**DISTANCE EDUCATION**

**M.A.(PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**First Semester**

**ORGANIZATIONAL BEHAVIOUR**

**(CBCS 2018 – 2019 Academic Year Onwards)**

**Time : Three hours**

**Maximum : 75 marks**

**SECTION A — (10 × 2 = 20 marks)**

**Answer ALL the questions.**

1. What is attitude?
2. Describe emotional intelligence.
3. What is group dynamics?
4. What is organizational power?
5. What is stress management?
6. What is organizational culture?
7. What is organizational climate?
8. What is meant by organizational change?
9. What is organizational development?
10. What are the process of intervention?

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Explain the elements of organizational behaviour.

Or

- (b) Explain the various discipline contributing to organizational behaviour.

12. (a) Explain the importance of perception.

Or

- (b) Explain the nature and characteristics of power.

13. (a) Explain the impact of organizational politics.

Or

- (b) Explain the sources of stress management.

14. (a) Explain the barriers of non-verbal communication.

Or

- (b) Explain the essentials of interpersonal communication.

15. (a) Distinguish between proactive change and reaction change.

Or

- (b) Explain the process of organizational development intervention.

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

Answer any THREE questions.

16. Discuss the factors influencing the perception process.
  17. Describe the theories of group formation in organization.
  18. Discuss the strategies for resolving destructive conflict.
  19. Explain the creation, maintenance and change in organizational culture.
  20. Describe about the organizational effectiveness developing gender sensitive workplace.
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<b>D-6370</b>
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<b>Sub. Code</b>
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<b>30813</b>
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**DISTANCE EDUCATION**

**M.A.(PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**First Semester**

**HUMAN RESOURCE MANAGEMENT**

**(CBCS 2018 – 2019 Academic Year Onwards)**

**Time : Three hours**

**Maximum : 75 marks**

**SECTION A — (10 × 2 = 20 marks)**

**Answer ALL the questions.**

1. Define HRM models.
2. Explain the characteristics of human resource policies.
3. Discuss the process of job analysis.
4. What are the functions of HRM?
5. Define job description.
6. Explain job specification.
7. Discuss the importance of recruitment and selection.
8. Differentiate between internal and external sources of recruitment.
9. Describe the selection process.
10. Explain the concept of employee commitment.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Define human resource management (HRM) and elaborate on its objectives, emphasizing its role in organizational success. How has the nature and scope of HRM evolved over time?

Or

- (b) Discuss the significance of the human factor in organizations and the competitive challenges faced by HRM. Explore various HRM models and their applicability in different organizational contexts.
12. (a) Evaluate the process of job analysis, job description, and job specification in human resource planning. How does succession planning contribute to organizational continuity and leadership development?

Or

- (b) Analyze the role of IT and internet recruiting in the recruitment and selection process. How can organizations effectively utilize technology to attract and retain top talent?
13. (a) Explain the concept of work samples and simulations in employee testing and selection. How can organizations design and conduct effective interviews to assess candidate suitability?

Or

- (b) Explain the importance of orientation and training in employee development. Discuss the training process and various techniques used for need assessment and training delivery.



14. (a) Discuss different aspects of employee compensation, including wages, salary administration, bonuses, and fringe benefits. How do flexible benefit systems contribute to employee satisfaction and retention?

Or

- (b) Analyze performance appraisal programs and methods, including the management by objective (MBO) approach. How can organizations effectively manage compensation and incentives based on performance appraisal outcomes?
15. (a) Explain the concept of employee welfare and safety measures in organizations. Discuss the importance of industrial relations and collective bargaining in maintaining a harmonious work environment.

Or

- (b) Describe the importance of human resource information systems (HRIS) in managing personnel records and reports. How can HRIS support personnel research, audit objectives and enhance HR functions within organizations?

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Discuss HRM's transition from people management to strategy. How does modern HRM contribute to organizational performance, and what are its biggest obstacles in the corporate world?
17. Examine basic testing, work samples, simulations and interviews in the selection process. Discuss interviewing pitfalls and how firms may plan and perform successful interviews to find the best applicants.

18. Explain pay, salary administration, bonuses, incentives, and fringe benefits. Assess how flexible benefit systems and employee benefit packages improve employee satisfaction and corporate success.
  19. Discover organizational career management, including career planning, promotions, transfers, and job assessment. Discuss how sweat equity affects employee motivation and retention. Additionally, examine labor attrition sources, effects and mitigation options.
  20. Assess HRIS's role in handling personnel records, reports, and e-records. Discuss the goals, scope and significance of personnel research and audit. How can HRIS improve HR operations and decision-making?
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**D-6371**

**Sub. Code**

**30821**

**DISTANCE EDUCATION**

**M.A.(PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**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 the questions.**

1. What is personal management?
2. Name the kinds of civil services created in India after independence.
3. List bases of bureaucracy in India.
4. What is recruitment?
5. What you mean by tribunal?
6. Name the two prominent groups of services found in the All India Services.
7. What are the maladies existing in the present Indian system of promotion?
8. What are the characteristics of positive recruitment?
9. What is meant by PRAGATI?
10. List the types of exchange rate systems.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) What is the role of public service in the administrative system?

Or

- (b) Critically analyse the generalist vs. specialist debate with special reference to India.

12. (a) What is the importance of career planning and development in the life of an individual?

Or

- (b) What are the implications of civil services? Explain.

13. (a) Briefly mention the four types of public personnel tests.

Or

- (b) Write a short note on the nature and scope of promotion and training.

14. (a) Discuss the problems of recruitment.

Or

- (b) Explain the maladies existing in the present Indian system of promotion.

15. (a) Explain the nature and scope of public grievance.

Or

- (b) Explain the general rules mentioned under the Civil Servants Conduct Rules and Codes, 1964.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. 'The civil services of the developing countries tend to be large, underpaid and politicized'. Justify the statement.
  17. Critically analyse the role played by civil service in development administration.
  18. Explain the types and methods of training in details.
  19. Discuss the importance of promotion in civil services and the recommendations of various pay commissions.
  20. Why do we need the grievance redressal machinery? Explain the types of redressal machinery in India.
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<b>D-6372</b>
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<b>Sub. Code</b>
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<b>30822</b>
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**DISTANCE EDUCATION**

**M.A.(PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**Second Semester**

**LABOUR LEGISLATIONS - II**

**(CBCS 2018 – 2019 Academic Year Onwards)**

**Time : Three hours**

**Maximum : 75 marks**

**SECTION A — (10 × 2 = 20 marks)**

**Answer ALL the questions.**

1. What is statutory liability?
2. What is the time limit for the payment of bonus?
3. What is interim bonus?
4. What is the rate of gratuity?
5. List two types of authorized deductions from wages according to the Payment of Wages Act.
6. Define Wage period.
7. What is the time period within which the application for claim is required to be presented?
8. What are the roles of advisory board?
9. What is meant by Laissez-faire?
10. What is unorganized sector? Give example.

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Write a note on the basis and approach to labour laws.

Or

- (b) Describe the obligations of employees in payment of Bonus Act.

12. (a) Write a short note on deductions permissible and forfeiture of bonus.

Or

- (b) Discuss the provisions of the Payment of Gratuity Act, 1972 regarding determination and payment of gratuity.

13. (a) Discuss the applicability of the payment of Wages Act.

Or

- (b) Examine how claims are adjudicated under the Payment of Wages Act, 1936.

14. (a) List the content of Section 3(1) of the Minimum Wages Act.

Or

- (b) Write a short note on 'contracting out' as mentioned in the Minimum Wages Act.

15. (a) Write a short note on the deficiencies which necessitated the Industrial Employment (standing orders) Act, 1946.

Or

- (b) Write a short-note on the powers of the appellate authority to the act.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Discuss the provisions of the payment of Bonus Act in reference to the set on and set off of allocable surplus.
17. Explain the provisions of the Payment of Gratuity Act, 1972 relating to 'forfeiture' of the amount of gratuity payable to an employee.
18. Examine the provisions of the Minimum Wages Act which deal with the offences and penalties.
19. Examine the different shades of opinion on the subject of nature of standing orders.
20. How are trade unions formed by supervisors and managers? Discuss.

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<b>Sub. Code</b>
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<b>30823</b>
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**DISTANCE EDUCATION**

**M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**Second Semester**

**TRAINING AND DEVELOPMENT**

**(CBCS 2018 – 2019 Academic Year Onwards)**

**Time : Three hours**

**Maximum : 75 marks**

**SECTION A — (10 × 2 = 20 marks)**

**Answer ALL the questions.**

1. Define training.
2. What is performance appraisal?
3. Define benchmarking.
4. What is staffing?
5. What is group dynamics?
6. What do you understand by job rotation?
7. Define return on investment.
8. What is the purpose of evaluation?
9. What is globalization?
10. What is corporate social responsibility?

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Write the advantages of training to an organization.

Or

- (b) List the difference between training and development.

12. (a) Examine some of the challenges in industrial training.

Or

- (b) Discuss the internal sources of recruitment.

13. (a) Explain the planning responsibility of the training manager.

Or

- (b) Discuss the use of instructional objectives in training programs.

14. (a) Explain Bloom's taxonomy model.

Or

- (b) Examine the various types of evaluation designs.

15. (a) Describe some of the current practices in assessing training and development.

Or

- (b) Why are icebreakers important for training? Explain.

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

Answer any THREE questions.

16. Explain the process of designing of Human Resource Development (HRD) systems.
  17. Discuss the importance of training and development in manufacturing organizations.
  18. Explain the recent paradigm shift in training approach and outline its impact on the role of training manager.
  19. Describe the method for calculating the return of investment of a training program.
  20. Examine the role of different stakeholders in training.
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<b>D-6374</b>
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<b>Sub. Code</b>
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<b>30824</b>
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**DISTANCE EDUCATION**

**M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**Second Semester**

**BUSINESS ENVIRONMENT**

**(CBCS 2018 – 2019 Academic Year Onwards)**

**Time : Three hours**

**Maximum : 75 marks**

**SECTION A — (10 × 2 = 20 marks)**

**Answer ALL the questions.**

1. What is ETOP analysis?
2. What are the components of the macro environment?
3. Name the three pillars of government.
4. What is international trade?
5. Name the essential components of Indian financial system.
6. Define inflation.
7. List the elements of social structure.
8. What is podcast?
9. What is consumer dispute?
10. Write a short note on FERA.

SECTION B — (5 × 5 = 25 marks)

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

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

Or

- (b) Explain the catalytic role of government in business.

12. (a) Discuss the role of public sector in the development of the Indian economy.

Or

- (b) Explain the various factors responsible for the growth of global trade.

13. (a) Write a short note on short run and long run of fiscal policy.

Or

- (b) Explain the nature and importance of industrial relation.

14. (a) Explain the main characteristics of entrepreneurship.

Or

- (b) Explain the impact of technology in globalization.

15. (a) Explain the purpose of the government to follow liberalization.

Or

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

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

Answer any THREE questions.

16. Describe the various techniques of environmental analysis.
  17. Discuss India's planning strategy in terms of industrial development.
  18. How does FDI affects India's economic growth? Discuss in detail.
  19. How does the technology development phase in the economy function as conditioner of business opportunities?
  20. Describe the impact of globalization on business development.
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<b>D-6375</b>
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<b>Sub. Code</b>
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<b>30831</b>
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**DISTANCE EDUCATION**

**M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**Third Semester**

**BUSINESS LAW**

**(CBCS 2018 – 2019 Academic Year Onwards)**

**Time : Three hours**

**Maximum : 75 marks**

**SECTION A — (10 × 2 = 20 marks)**

**Answer ALL the questions.**

1. What are the essentials of a valid contract?
2. What is offer?
3. What is proposal?
4. What is a negotiable instrument?
5. What is marine insurance?
6. What is “Partnership at will”?
7. State the characteristic of company?
8. What are the rights of a partner under the partnership act?
9. What is minutes?
10. What is minority interest?

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Explain the essentials of a valid contract under the Indian contract Act 1872.

Or

- (b) Explain the various types of consideration.

12. (a) Explain the classification of bailment.

Or

- (b) Explain the fundamental principles of life insurance.

13. (a) Explain the capacity of competent parties for a contract.

Or

- (b) Write a short note on the carriage by Railways Act, 1989.

14. (a) Explain the nature and requisites of negotiable instruments Act 1881.

Or

- (b) Explain the procedure for registration of partnership firm.

15. (a) Explain the salient features of information technology Act relating to cyber crimes.

Or

- (b) Explain the various modes of winding up of a company.



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

Answer any THREE questions.

16. Describe the contract of indemnity and rights of indemnity holders.
  17. Discuss the remedies that are available to the affected party in case of breach of contract.
  18. Describe the capacity of parties to create enter into contracts.
  19. Explain different modes of creating agencies.
  20. Examine the procedure to get information and the obligation of the public authorities to provide information.
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<b>D-6376</b>
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<b>Sub. Code</b>
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<b>30832</b>
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**DISTANCE EDUCATION**

**M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**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.**

**Mention two approaches to MIS development.**

1. What are the prerequisites for an effective MIS?
2. Define system concepts.
3. Compare MIS with data processing.
4. What is the relationship between MIS and decision support system?
5. Define EIS concepts.
6. Explain the concept of Artificial Intelligence (AI) in MIS.
7. Mention one merit and one demerit of MIS.
8. Identify a pitfall in MIS.

9. Mention recent developments in information technology in Indian organizations.
10. Write about what role AI and expert systems play in MIS and DSS.

SECTION B — ( $5 \times 5 = 25$  marks)

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

11. (a) Describe the features of a successful MIS and talk about how they help managers make better decisions.

Or

- (b) Explain what a Management Information System (MIS) is and what role it plays in how organizations make decisions.
12. (a) Compare and contrast the goals, functions and effects on corporate decision-making of Management Information System (MIS) and Decision Support Systems (DSS).

Or

- (b) Assess the downsides of using a MIS in a company and suggest ways to get around these downsides.
13. (a) Compare and contrast electronic message board systems and internet in terms of how they can be used and how they relate to Management Information Systems (MIS) in modern companies.

Or

- (b) Analyze recent changes in information technology that have had a big effect on the adoption of MIS and DSS, and explain how these changes have made it easier to make decisions.

14. (a) Analyze how MIS helps an organization's research and production processes and give examples of how it makes operations more efficient.

Or

- (b) Consider how important communication networks, such as local area network (LAN) and wide area networks (WAN), are for making MIS work well and making it easier to share data.
15. (a) How does a good MIS help a company's control of its employees, and what programs might come up during its implementation?

Or

- (b) Evaluate the importance of Management Information Systems (MIS) in marketing operations and making decisions, and talk about how it gives a business an edge in the market.

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

Answer any THREE questions.

16. Explain the notion of a Management Information System (MIS) and its importance in supporting management decision-making. Provide examples to back up your argument.
17. Describe the essential conditions that a MIS must meet to be deemed efficient and effective. What influence do these requirements have on organizational decision-making and performance evaluation?
18. Examine the role of artificial intelligence and expert systems in strengthening decision-making skills within an organization, with a particular emphasis on their applications in MIS and DSS.

19. Evaluate current information technology advances that have had a substantial impact on MIS and DSS deployment, describing how these innovations have increased decision-making efficiency.
  20. Assess the influence of information technology on global integration and its consequences for firms in terms of Management Information Systems (MIS).
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<b>D-6377</b>
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<b>Sub. Code</b>
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<b>30833</b>
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DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.

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 the questions.

1. Define trade union.
2. What is ILO?
3. What is a welfare fund?
4. Define conciliations.
5. Define industrial relations.
6. What is bipartisan?
7. Define arbitration.
8. What do you mean by code of conduct?
9. What is house journal?
10. Define KPO.

SECTION B — ( $5 \times 5 = 25$  marks)

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

11. (a) Explain the importance of trade union in economic development.

Or

- (b) Discuss inter and intra union rivalries.

12. (a) Explain PCR rights and duties.

Or

- (b) Explain the various types of negotiations.

13. (a) Discuss the steps involved in grievance procedure.

Or

- (b) Give a short note on management of strikes and lockouts.

14. (a) Discuss employee safety programme.

Or

- (b) Write a note on government machinery.

15. (a) Explain role of management in employee education.

Or

- (b) Write a note on social assistance and social security.

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

Answer any THREE questions.

16. Discuss various phases of the trade union movement.

17. Discuss the social obligations of industry.

18. Explain the procedure for collective bargaining.
  19. Discuss the industrial relations problems in the public sector organization.
  20. Critically evaluate personnel counseling and mental health of employees.
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<b>D-6378</b>
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<b>Sub. Code</b>
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<b>30834</b>
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DISTANCE EDUCATION

M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.

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 the questions.

1. What do you mean by managerial economics?
2. What is profit maximization?
3. Define velocity of demand.
4. What is average total cost?
5. State the law of variable proportions.
6. What is meant by imperfect market?
7. Give few examples of monopolistic competition.
8. Define the term oligopoly.
9. What is meant by price takers?
10. What are the components of national income?

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Distinguish between microeconomics and macroeconomics.

Or

- (b) Define the term "Utility". What are total utility and marginal utility?

12. (a) Explain the factors involved in determining the demand.

Or

- (b) What is marginal cost? Describe its relationship with long run average cost.

13. (a) Distinguish between opportunity and real cost with example.

Or

- (b) Explain the various types of risk.

14. (a) Describe the condition of price discrimination in case of monopoly market.

Or

- (b) Mention the principles of coordination with example.

15. (a) Write a note on macro economic equilibrium.

Or

- (b) Differentiate GDP with GNP.

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

Answer any THREE questions.

16. Explain the different types of elasticity of demand and list out and explain the various factors determining the elasticity of demand.
  17. Explain law of return to scale. Describe its various phases.
  18. Describe how will you determine price and output under duopoly.
  19. What are the various factors determining the national income in India? Also list out and explain the difficulties involved in estimating national income.
  20. What is inflation? Explain its causes and how do you eliminate tem.
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<b>D-6379</b>
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<b>Sub. Code</b>
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<b>30841</b>
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**DISTANCE EDUCATION**

**M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**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. Define Rewards.
2. Define Trade Union.
3. List out non-monetary incentives.
4. Define fringe benefits.
5. Define KPP.
6. What is a service benefit?
7. What is citation?
8. Define compensation.
9. Define motivation.
10. What is morale?

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Explain wage administration rules.

Or

- (b) Explain basic kinds of wage plans.

12. (a) Explain pay fixation process.

Or

- (b) Discuss in detail on wage differentials.

13. (a) State the principle of job evaluation programmes.

Or

- (b) Explain the determinants of incentives.

14. (a) Give short note on key performance parameters.

Or

- (b) Discuss the key provisions of revision of wages.

15. (a) Describe various types of executive compensation.

Or

- (b) What is the relationship between compensation and job satisfaction of an employee?

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain and evaluate wage theories.

17. Explain elaborately on monetary and non-monetary incentives.

18. Write an essay on methods of job evaluation methods.
  19. Evaluate the institutional mechanisms for wage determination performance parameters.
  20. As a HR manager how do you fix compensation for knowledge workers.
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**D-6380**

**Sub. Code**

**30842**

**DISTANCE EDUCATION**

**M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**Fourth Semester**

**GLOBAL HUMAN RESOURCE MANAGEMENT**

**(CBCS 2018 – 2019 Academic Year Onwards)**

**Time : Three hours**

**Maximum : 75 marks**

**SECTION A — (10 × 2 = 20 marks)**

**Answer ALL the questions.**

1. Mention the objectives international HRM.
2. Define culture.
3. What is recruitment?
4. What is election process?
5. Distinguish cultural adaptability and individuality.
6. What is IBRD?
7. What is training and development?
8. What is leadership training?
9. What is human relation management?
10. What is international labour relation management?

SECTION B — (5 × 5 = 25 marks)

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

11. (a) What are the operative functions of HR managers in globalisation world?

Or

- (b) Distinguish between domestic HRM and international HRM.

12. (a) Explain the overview operative functions in human resource management.

Or

- (b) Explain the challenges of global placements in International HRM.

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

Or

- (b) Explain the causes and consequences of international compensation.

14. (a) Explain the various types of compensation structure in MNCs.

Or

- (b) Discuss various sources in international staffing.

15. (a) Explain the need of labour relations in international area.

Or

- (b) Explain the concept of strategic choices before unions.



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

Answer any THREE questions.

16. Elaborate recruitment in international context.
  17. Explain expatriate selection process for global assignment.
  18. Discuss about the Global HR training and development practice.
  19. Discuss a optimum compensation structure for an MNCs relate to service industry.
  20. Explain the role of strategic management on international labour relations.
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**D-6381**

**Sub. Code**

**30843**

**DISTANCE EDUCATION**

**M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**Fourth Semester**

**EMOTIONAL COMPETENCE**

**(CBCS 2018 – 2019 Academic Year Onwards)**

**Time : Three hours**

**Maximum : 75 marks**

**SECTION A — (10 × 2 = 20 marks)**

**Answer ALL questions.**

1. Define emotional competencies.
2. Define self-confidence.
3. What is social competence?
4. Define team work.
5. What do you mean by adaptability?
6. Define Service Orientation.
7. What is job analysis?
8. What do you mean by change catalyst?
9. Define Motivation.
10. What is Time Management?

SECTION B — (5 × 5 = 25 marks)

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

11. (a) Explain the types of emotional competencies.

Or

- (b) Discuss accurate self-assessment.

12. (a) Explain developing strong sense of one's self-worth and capabilities.

Or

- (b) Describe the relationship between Individual and Institutions.

13. (a) Give a short note on Leadership Traits.

Or

- (b) Write a note on conflict management.

14. (a) Describe the characteristics of leadership.

Or

- (b) Explain the need for Training and Development.

15. (a) Write a note on theories of managing emotions.

Or

- (b) Explain the best practices of competence training.

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

Answer any THREE questions.

16. Write an essay on self-marketing.
  17. Explain briefly about career planning.
  18. Write an essay on controlling techniques of leadership.
  19. Discuss performance Appraisal.
  20. Explain the objectives of team and group.
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<b>D-6382</b>
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<b>Sub. Code</b>
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<b>30844</b>
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**DISTANCE EDUCATION**

**M.A. (PM & IR) DEGREE EXAMINATION, DECEMBER 2024.**

**Fourth Semester**

**ORGANIZATIONAL DEVELOPMENT**

**(CBCS 2018 – 2019 Academic Year Onwards)**

**Time : Three hours**

**Maximum : 75 marks**

**SECTION A — (10 × 2 = 20 marks)**

**Answer ALL questions.**

1. Describe comprehensive interventions in OD.
2. What are the operational components of Organizational Development?
3. Define diagnostic, action and process maintenance components in OD.
4. Explain the process of action Research.
5. When is Action Research used in Organizational Development?
6. Explain the concept of Quality Circle.
7. Define Quality of Work Life (QWL).
8. Explain the concept of Training-T groups.

9. Describe coaching and mentoring methods in OD.
10. Discuss the implementation and assessment of organizational development.

SECTION B — ( $5 \times 5 = 25$  marks)

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

11. (a) Discuss the underlying assumptions and core values of organizational development? How do these principles guide the implementation of OD interventions?

Or

- (b) Define the diagnostic, action and process maintenance components of organizational development. What role does each component play in facilitating organizational change?
12. (a) When should action, research be used in organizational development, and what are its key characteristics? Provide examples of situations where action research would be beneficial.

Or

- (b) Evaluate the implications of personal, interpersonal, and group process interventions in organizational development. How do these interventions impact organizational dynamics and performance?
13. (a) Describe the process of implementing and assessing organizational development initiatives. What are the key factors that contribute to the success or failure of these initiatives?

Or

- (b) Discuss the key considerations and issues in organizational development, particularly focusing on comprehensive and structural interventions. How do these interventions address organizational challenges?
14. (a) Evaluate the dynamics of the consultant-client relationship in organizational development. How do power dynamics and politics influence this relationship, and what strategies can be employed to mitigate potential conflicts?

Or

- (b) Explain the implications of using MBO, Quality circles, and TQM in organizational development. How do these approaches impact organizational performance?
15. (a) Discuss the conditions necessary for successful implementation of organizational development initiatives. How can organizations ensure that these initiatives achieve their intended outcomes?

Or

- (b) Reflect on Indian experiences in organizational development and draw lessons from abroad. How can organizations adapt international best practices to suit local contexts?

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

Answer any THREE questions.

16. Explain the notion of organizational development (OD) and its role in improving organizational performance.
17. Examine the history and progress of action research as a process in organizational development. How has action research been used to solve organizational issues throughout time?

18. Explain the Principles of Management by Objectives (MBO), Quality Circles, Total Quality Management (TQM), and Quality of Work Life (QWL) in organizational growth. How can these notions contribute to employee engagement and satisfaction?
  19. Explore various models and theories of planned change, teams, and teamwork in organizational development. How can these models be applied to facilitate organizational change effectively?
  20. Examine the influence of physical environments in improving Quality of Work Life (QWL). How can firms foster an atmosphere that promotes employee well-being and productivity?
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