

**D-4371**

**Sub. Code**

**30811**

DISTANCE EDUCATION

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

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. What is Management by Exception?
3. Define the term "Scalar Chain".
4. List the sources of recruitment.
5. Define Leadership.
6. What is coordination?
7. What are the characteristics of control?
8. What is internal audit?
9. Write a short note on Benchmarking.
10. List the advantages of MIS.

PART B — (5 × 5 = 25 marks)

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

11. (a) What are the significance of principles of Management?

Or

- (b) What are the benefits of MBO?

12. (a) Explain the line organization with a neat sketch.

Or

- (b) Discuss the Maslow's theory of Motivation.

13. (a) Discuss the nature and principles of directing.

Or

- (b) State the elements of coordination.

14. (a) Explain the process of communication with the help of a diagram.

Or

- (b) Explain the functions of Leaders.

15. (a) Write a short note on core competency.

Or

- (b) Write a short note on Balanced Scorecard.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Describe about the evolution of management thought.
  17. Explain the process of Recruitment in detail.
  18. Explain various theories of leadership.
  19. What is meant barriers to communication? What can be done to overcome the barriers to communication? Explain.
  20. Explain the various controlling techniques in detail.
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**D-4372**

**Sub. Code**

**30812**

DISTANCE EDUCATION

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

First Semester

ORGANIZATIONAL BEHAVIOUR

(CBCS 2018-19 Academic Year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What is Organisational Behaviour?
2. Define personality.
3. What is motivation?
4. What is learning?
5. What is group cohesiveness?
6. What is organisation politics?
7. What is organisational conflict?
8. What is organisational dynamics?
9. What are the essentials of Inter personal communication?
10. What is meant by resistance to change?

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss the evolution of organisational behaviour.

Or

- (b) Explain the various determinants of personality.

12. (a) Explain the various dimensions of attitude.

Or

- (b) Explain the importance of team in organisation.

13. (a) Difference between formal and informal organisation.

Or

- (b) Explain the various types of organisational conflict.

14. (a) What are the factors influencing organizational communication?

Or

- (b) Explain the various approaches of organisational dynamics.

15. (a) Explain the causes of organisational change.

Or

- (b) Explain the nature and scope of organisational development.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Discuss various organizational behaviour models.
  17. Explain about group in organization and formation in organization structure.
  18. Explain the different sources of power. How they create power centres in organizations?
  19. Describe the determinants of organisational culture.
  20. Discuss change process in an organization.
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**D-4373**

**Sub. Code**

**30813**

DISTANCE EDUCATION

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

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. Define Human Resource Management (HRM).
2. Explain the objectives of HRM.
3. Discuss the evolution of Human Resource Management.
4. Describe the role and structure of the Human Resource Function in organizations.
5. What are the challenges faced in Human Resource Management?
6. Explain the phases of Human Resource Management.
7. Discuss the importance of the human factor in HRM.
8. Describe the competitive challenges of HRM.

9. What are the roles and responsibilities of the HR department?
10. Define Personnel Policy.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain the evolution of human resource management and discuss the role and structure of the HR function in organizations. What are the main challenges faced by HRM today?

Or

- (b) Compare and contrast several methods of human resource management, emphasizing the stages of HRM and the competitive issues they confront. Discuss the functions and responsibilities of the human resources department in contemporary corporations.
12. (a) Explain the process of human resource planning and its significance in company performance. What are the fundamental aspects of personnel policies and how can they help with efficient HR planning?

Or

- (b) Analyze the recruiting and selection process, which includes job planning, forecasting, and recruitment sources. Discuss the significance of internal vs external recruiting sources in today's globalized environment.



13. (a) Discuss employee testing and selection strategies, including fundamental testing ideas and frequent interview blunders. How can businesses organize and perform successful interviews to guarantee that the best applicants are chosen?

Or

- (b) Assess the need for executive development programs and their role in creating a responsive organization. How may computer applications help with human resource management activities like HR accounting and auditing?
14. (a) Examine the significance of staff retention tactics and the consequences of job transitions. What are some successful strategies for reducing employee turnover in the manufacturing and service industries?

Or

- (b) Discuss career management processes, such as career planning promotions, transfers and job assessment systems. What are the causes and implications of worker turnover and how can organizationa deal with them?
15. (a) Evaluate the role of trade unions and collective bargaining in today's workplace. Discuss the methods for handling discipline, grievances, dismissala and worker's participation in management.

Or

- (b) Discuss the importance of need analysis in training and development. How can organizations leverage the internet for specialized training programs tailored to different employee roles?

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Examine how HRP impacts organizational success. Examine how job analysis, description and specification affect IRP implementation. How succession planning maintains organizational and leadership development.
17. Comparison of Harvard, Michigan and Guest HRM models. Examine corporate HR department's strategic, operational and administrative tasks.
18. Performance assessment methods, programs and techniques should be considered. Evaluate pay and incentive management job assessment. Performance assessment programs may encourage and enhance productivity inside firms.
19. Assess how employee welfare and safety improve workplace health. Industrial relations and collective bargaining address employee issues. How may corporations use statutory and non- statutory welfare measures to boost employee loyalty?
20. Evaluate HRIS's handling of personnel, reporting and e-records. Discuss personnel research and audit objectives, scope and importance. How does HRIS help HR decision-making and operations?

**D-4375**

**Sub. Code**

**30821**

DISTANCE EDUCATION

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

Second Semester

PUBLIC PERSONNEL ADMINISTRATION

(CBCS 2018-19 Academic Year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What is the scope of public personnel administration?
2. Define public services.
3. What is career planning?
4. Mention the importance of Civil services.
5. What is meant by reservation in services?
6. Define personal policy.
7. What is grievance redressal?
8. Define morale.
9. What are Features Maladies?
10. Write the scope of training.

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the characteristic of public Personnel administration in India.

Or

- (b) Write short note on the bases of bureaucracy.

12. (a) Discuss about the importance of Civil services in the context of modern bureaucracy.

Or

- (b) Write a brief note on types of civil services.

13. (a) Discuss briefly about the Personal Policy.

Or

- (b) Write a brief note on the scope and importance of recruitment.

14. (a) Write briefly about the need and importance of Features Maladies.

Or

- (b) Write a short note on the training concepts.

15. (a) Discuss briefly about the features of Management change.

Or

- (b) Write a brief note on the importance of Morale.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the functions and significance of Personnel administration.
  17. Elaborate on the development of public services in India.
  18. Explain in detail about the career planning and development.
  19. Write a detailed note on the problems of recruitment.
  20. Describe in detail about the rights of the Civil servants.
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**D-4376**

**Sub. Code**

**30822**

DISTANCE EDUCATION

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

Second Semester

LABOUR LEGISLATIONS — II

(CBCS 2018-19 Academic Year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What is direct tax?
2. Define interim payment bonus.
3. What is allocable surplus?
4. What is balance sheet?
5. Define gratuity.
6. What is meant by deduction?
7. Define adjudication of claims.
8. What is the objective of Minimum wages Act, 1948?
9. Define standing orders.
10. What does Trade union Act, 1926 implies?

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss about the calculation of direct tax payable by the employer.

Or

- (b) Write short notes on the adjustment of customary of interim bonus payable.

12. (a) Write short note on set on and set off allocable surplus.

Or

- (b) Write a brief note on profit and loss account.

13. (a) Discuss briefly about the payment of gratuity.

Or

- (b) Write a brief note on the provisions relating to responsibility for payment of wages.

14. (a) Write brief note on maintenance of records and registers.

Or

- (b) Write a short note on the procedure for fixing and receiving minimum wages.

15. (a) Discuss briefly about the appointment of advisory board.

Or

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

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Write a detailed note on the determination and recovery of the amount of gratuity.
  17. Explain in detail about the fixation of wage periods, time of payment, deduction and fines.
  18. Write a detailed note on the appointment of advisory board and its functions.
  19. Write a detailed note on the Industrial Employment Act, 1946.
  20. Describe in detail about the Trade union Act, 1926.
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**D-4377**

**Sub. Code**

**30823**

DISTANCE EDUCATION

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

Second Semester

TRAINING AND DEVELOPMENT

(CBCS 2018-19 Academic Year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define training.
2. What is horizontal training?
3. Expand GST.
4. What is professional tax?
5. Define Skill.
6. Expand ROI.
7. What is cost benefit analysis?
8. Write short note on CSR.
9. Mention some of the training institutes in India.
10. State two merits of training.

PART B — (5 × 5 = 25 marks)

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

11. (a) State the objectives of training and development.

Or

- (b) Discuss about the design of HRD systems.

12. (a) Highlight about the training in manufacturing organization.

Or

- (b) Outline the tax slab for state government,

13. (a) Discuss about the importance of organizational climate.

Or

- (b) Describe about the government policy on training.

14. (a) Write a brief note on concept of return on investment.

Or

- (b) List out the objectives of various theories of learning.

15. (a) Describe about ice breaking and conduct of games.

Or

- (b) State the development programmes in private sector organization.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Elaborate on the difference among education, training and development.
  17. Explain the duties and responsibilities of training managers.
  18. Elaborate on the areas of training.
  19. Explain the evaluation methods in training.
  20. Explain the current practices in assessing training and development.
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**D-4378**

**Sub. Code**

**30824**

DISTANCE EDUCATION

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

Second Semester

BUSINESS ENVIRONMENT

(CBCS 2018-19 Academic Year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Mention the dynamic factors of environment.
2. What is Micro environment?
3. Expand PESTLE.
4. What is political stability?
5. Define cost dynamics.
6. What is capacity utilization?
7. Define Fiscal policy.
8. What is quality circle?
9. Define clean technology.
10. What is Globalisation?

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss briefly about the importance of scanning the environment.

Or

- (b) Write short notes on legal and ecological environment.

12. (a) Write short notes on regulative and control functions.

Or

- (b) Write a brief note on the interface between government and public sector.

13. (a) Discuss briefly about the regional disparities and evaluation.

Or

- (b) Write a brief note on financial market structure.

14. (a) Write briefly about the role of Central Bank in Fiscal deficits and inflation.

Or

- (b) Write a short note on Labour legislation.

15. (a) Discuss briefly about the role of information technology.

Or

- (b) Write a brief note on IRDA and industrial licensing.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the opportunities and treats as environmental issues to address by businesses.
  17. Elaborate on the role of Central Bank in Foreign exchange and business development.
  18. Explain in detail about the entrepreneurial society and its implementation for business.
  19. Write a detailed note on the technology trends in India.
  20. Describe in detail about the World Bank in global economic development.
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**D-4379**

**Sub. Code**

**30831**

DISTANCE EDUCATION

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

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. Define contract.
2. What is quasi contract?
3. Who is Unpaid Seller?
4. What is a contract of sale of goods?
5. What is a warranty?
6. What is fire insurance?
7. What is memorandum of association?
8. What is Government Company?
9. What are the provisions of 'Appointment of Directors'?
10. Define the term "Right to information act".

PART B — (5 × 5 = 25 marks)

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

11. (a) What are the Legal Rules Regarding Acceptances?

Or

- (b) Explain the essential features of valid offer.

12. (a) Explain the rights and duties of bailor.

Or

- (b) Write a short note on discharge of contract.

13. (a) Explain the rights and duties of partners.

Or

- (b) Discuss the different modes of discharge of surety.

14. (a) Explain the classification for transfer of properties in goods.

Or

- (b) Explain the characteristics of joint stock company.

15. (a) Explain the importance of Certificate of Incorporation.

Or

- (b) Explain the different steps in the formation of a company.



PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the essential elements of a contract of guarantee.
  17. Explain in detail about the rights of an agent.
  18. Explain the provisions of sale of Goods Act relating to the conditions and warranties.
  19. Discuss various modes of dissolution of Partnership Firm.
  20. Explain the different types of Resolutions in company.
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**D-4380**

**Sub. Code**

**30832**

DISTANCE EDUCATION

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

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. Define Information System.
2. What is the role of Information Systems?
3. Discuss one limitation of MIS.
4. Describe the organization as a system.
5. Name two components of an Information System.
6. What are the various activities of an IS?
7. Differentiate between different types of IS.
8. What are the basic characteristics of MIS?

9. How is Management Information and Control System installed in Indian organizations?
10. Define MIS structure.

PART B — (5 × 5 = 25 marks)

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

11. (a) Describe about the steps that go into designing and building a Management Information System (MIS) and why each step is important.

Or

- (b) How does MIS help handle information resources and what are the benefits of combining MIS with a Decision Support System (DSS) for making smart decisions?
12. (a) What are the most important things a MIS needs to do to be called a success? Give examples to show how important they are in an organizational setting.

Or

- (b) Discuss about how artificial intelligence and expert systems can help a company make better decisions, with a focus on how they are used in MIS and DSS.
13. (a) Consider about how information technology has changed global unity and how it has changed the way people communicate and share information around the world.

Or

- (b) Choose an Indian organization and rate how well its Management Information System (MIS) and Decision Support System (DSS) work, focusing on how they affect the general success of the organization.

- 14. (a) How do online information services, e-mail, and live video contact methods help an organization's Management Information System (MIS) work well?

Or

- (b) Explain about how video chatting fits into MIS, focusing on how it can help with virtual teamwork and making decisions in real time.

- 15. (a) Choose one functional area and show how a well-designed Management Information System (MIS) can ease operations and improve processes in that area.

Or

- (b) Discuss about how important MIS is for making and reporting on financial decisions and how it helps with correct financial analysis and planning.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

- 16. Explain the qualities of a successful management information system and how each contributes to an organization's overall performance.
- 17. Explain the steps involved in designing and developing a Management Information System (MIS), emphasizing the essential tasks and concerns at each level.

18. Compare and contrast Management Information Systems (MIS) and Decision Support Systems (DSS) focusing on their goals, capabilities and responsibilities in assisting various levels of management.
19. Consider the significance of MIS in information resource management and how it improves corporate decision-making and strategic planning.
20. Compare and contrast electronic bulletin board systems and the internet, focusing on their uses and significance to Management Information Systems (MIS) in today's enterprises.

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**D-4381**

**Sub. Code**

**30833**

DISTANCE EDUCATION

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

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. List out Fundamental rights.
2. Define Labour Movement.
3. What do you mean by WFTU?
4. Define Social obligations.
5. Explain the term Grievances.
6. Define Collective Bargaining.
7. Define Wage boards.
8. Define Adjudication.
9. Define Ergonomics.
10. Define NGO.

PART B — (5 × 5 = 25 marks)

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

11. (a) Write a note on Labour Movement.

Or

- (b) Describe the role of internal trade union.

12. (a) Write a note on ICFTU.

Or

- (b) Describe the role of government employers and unions in industrial relations.

13. (a) Explain Voluntary Arbitration.

Or

- (b) Describe problems and prospects of collective bargaining.

14. (a) As a HR manager how do you ensure industrial place in your factory.

Or

- (b) Explain the growth of Trade Unions.

15. (a) Give short note on notice board suggestion schemes.

Or

- (b) Explain elaborately on female labour and contract labour.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the salient features of constitution of India.
  17. Describe statutory welfare measures.
  18. Explain various types of workers participation in industry.
  19. Explain the measures to stop strikes and lockouts disputes in a factory.
  20. Describe safety committees and damage control and system.
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**D-4382**

**Sub. Code**

**30834**

DISTANCE EDUCATION

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

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 the questions.

1. Define the term Economics.
2. State the objectives of Managerial Economics.
3. What are the assumptions of Law of Demand?
4. Define Production function.
5. What is marginal product?
6. What are the essentials of the market?
7. What are the features of perfect competition?
8. List the types of risk.
9. What is wage in economics?
10. What do you mean by National income?

PART B — (5 × 5 = 25 marks)

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

11. (a) Describe the concept of Managerial Economics.

Or

- (b) Explain the importance of Law of Demand.

12. (a) Describe the importance law of Equi-Marginal Utility.

Or

- (b) Describe briefly the law of proportion.

13. (a) Distinguish between fixed and variable cost with example.

Or

- (b) State the similarities between perfect competition and monopolistic competition.

14. (a) Explain the feature mutual dependence of firms in the "Oligopoly".

Or

- (b) Explain Income distribution method of estimating National Income.

15. (a) Briefly explain the circular flow of Macro Economic activity.

Or

- (b) Discuss on Keynesian model of economics.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Describe consumer's Equilibrium through indifference curve of analysis.
  17. Describe short run and long run average cost curves with suitable example.
  18. Discuss the factors that restricts the entry of new firm into the market.
  19. Discuss on a suitable macro-economic model for the developing country like India.
  20. Explain the reasons and the impacts of inflation and its influences in business growth.
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**D-4383**

**Sub. Code**

**30841**

DISTANCE EDUCATION

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

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. Define wages.
2. Define salary.
3. What do you mean by wage fixation?
4. What is group incentive?
5. What do you mean by profit sharing?
6. Explain the term job evaluation.
7. Define Token of gift.
8. What is allocable surplus?
9. Give example of knowledge workers.
10. Define job satisfaction.

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain Wage determination process.

Or

- (b) Discuss the components of compensation.

12. (a) Write a note on Perfect competition.

Or

- (b) Briefly explain incentive plans.

13. (a) Describe Employee stock option plan.

Or

- (b) Discuss the importance of Incentive payments.

14. (a) Write a note on promotion.

Or

- (b) Describe the measures to control employee cost.

15. (a) Describe the provisions of payment of Bonus Act.

Or

- (b) Explain the challenges and scope of international compensation.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Narrate an essay on micro and macroeconomic factors affecting compensation.
  17. Discuss the elements of a good wage plans.
  18. Describe various types of fringe benefits and its perquisites.
  19. Explain different classifications of rewards.
  20. Describe the provisions of deductions from wages under payment of Wages Act.
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**D-4384**

**Sub. Code**

**30842**

DISTANCE EDUCATION

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

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. What is International Human Resource Management?
2. What is Selection?
3. Define motivation.
4. What is compensation process?
5. What is WTOP?
6. Differentiate cultural adoptability from Individuality.
7. What is cultural assimilation?
8. What is Global HR training?
9. What is learning styles?
10. What is union tactics?

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain the approaches relevant to International HRM.

Or

- (b) Explain scope of International Human Resource Management.

12. (a) Explain the issues in staff selection of expatriates.

Or

- (b) Explain the characteristics of motivation and team in HR.

13. (a) Explain the objectives of International compensation.

Or

- (b) Write a short note on training and development.

14. (a) Explain the role and functions of IBRD.

Or

- (b) Difference between standard training and tailor made training.

15. (a) How people are managed in Asian countries? Explain.

Or

- (b) Explain the Japanese approaches to Labour relations.



PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the challenges and opportunities of globalising Human Resource.
  17. Explain the global HR recruitment and selection procedure.
  18. Describe the cross-cultural diversities and multiculturalism.
  19. Discuss about the Global HR training and Development Practice.
  20. Explain the Issues and challenges of International Human Resource Management.
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**D-4385**

**Sub. Code**

**30843**

DISTANCE EDUCATION

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

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. What is the meaning of emotions?
2. Define Self-Marketing.
3. What do you mean by trustworthiness?
4. Define personal competence.
5. What is Mutual trust?
6. Define the term initiative optimism.
7. Define Communication.
8. What is Job enrichment?
9. What do you mean by Employee involvement?
10. What is Competence training?

PART B — (5 × 5 = 25 marks)

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

11. (a) Write a note on working with emotional intelligence.

Or

- (b) Explain the source of gut feeling.

12. (a) Write a note on initiative optimism.

Or

- (b) Discuss Cancer planning.

13. (a) Explain Adaptability.

Or

- (b) Describe Social competence.

14. (a) As a manager, how do you avoid conflict in your factory?

Or

- (b) Explain the types of leadership.

15. (a) Explain the stress management guidelines for learning emotions.

Or

- (b) Describe the nature of group.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the significant features of emotional intelligence.
  17. Explain elaborately on developing strong sense of one's self-worth and capabilities.
  18. Discuss the different leadership styles.
  19. Explain the organizational behaviour application of emotion and moods.
  20. Differentiate between Group and Team.
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**D-4386**

**Sub. Code**

**30844**

DISTANCE EDUCATION

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

Fourth Semester

ORGANIZATIONAL DEVELOPMENT

(CBCS 2018-19 Academic Year onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define Organizational Development (OD).
2. Explain the scope of Organizational Development.
3. What are the underlying assumptions of Organizational Development?
4. What is Action Research?
5. Define MBO (Management by Objectives)
6. What is Total Quality Management (TQM)?
7. Define OD Interventions.
8. Explain the concept of team interventions in OD.

9. What is the Gestalt approach to team building?
10. Define intergroup interventions.

PART B — (5 × 5 = 25 marks)

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

11. (a) Discuss the fundamental assumptions and key principles of organisational growth. How do these principles direct the execution of OD interventions?

Or

- (b) Identify the diagnostic action and process maintenance components of organizational growth. What function does each component have in enabling organizational change?
12. (a) When should action research be employed in organizational development and what are its main characteristics? Give instances of circumstances when action research might be useful.

Or

- (b) Assess the role of personal, interpersonal and group process interventional in organizational growth. How do these initiatives influence organizational dynamics and performance?
13. (a) Describe the process of adopting and evaluating organizational developments initiatives. What are the primary elements influencing the success or failure of these initiatives?

Or

(b) Discuss the fundamental factors and challenges in organizational growth, with a special emphasis on comprehensive and structural interventions. How do these approaches respond to organizational challenges?

14. (a) Assess the dynamics of the consultant-client relationship in organizational development. How do power dynamics and politics effect this relationship and what methods may be used to prevent future conflicts?

Or

(b) Explain the consequences of using MBO, Quality Circles and TQM in organizational growth. How do these strategies affect organizational performance?

15. (a) Consider the circumstances required for effective execution of organizational development efforts. How can companies guarantee that these efforts achieve the desired results?

Or

(b) Reflect on Indian organizational development experiences and learn from international examples. How can companies adapt worldwide best practices to local contexts?

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Describe the Gestalt approach to team building and how it might improve team dynamics. Give examples of how to use this technique in organizational contexts.

17. Discuss the various forms of organizational development interventions, with an emphasis on team and inter-group interventions. How do these initiatives improve organizational effectiveness?

18. Critically analyze the ethical standards in organizational development. How do ethical considerations influence organizational performance and sustainability?
  19. Discuss the importance of research into organizational growth. How does research help to improve our knowledge of OD practices and principles?
  20. Evaluate the prospects of organizational growth in the existing situation. What are the constraints and problems that organizations experience when adopting OD techniques and what are the consequences for organizational change?
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