

D-8363

Sub. Code

30811

DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

First Semester

PRINCIPLES OF MANAGEMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. What are the objectives of planning?
2. Classify the different types of polices.
3. Define mission.
4. What is staff authority?
5. What are the advantages of decentralization?
6. What is meant by career planning?
7. Define leadership.
8. State the need for communication.
9. What is the goal of six sigma?
10. What is total quality management?

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Distinguish between management and administration.

Or

- (b) Define strategic planning. What are the steps involved in strategic planning?

12. (a) Explain the factors determining departmentalization.

Or

- (b) Explain the various methods of imparting training.

13. (a) What are the types of motivation techniques? Explain.

Or

- (b) Discuss the barriers of effective communication.

14. (a) Explain coordination and its importance in management.

Or

- (b) Explain the elements of business ethics.

15. (a) Explain the key principles of total quality management.

Or

- (b) Explain the steps involved in the quality control process.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Explain Henri Fayal's 14 principles of management.
 17. "Motivation is the core of management" - Explain.
 18. What do you understand by "leadership style"? Describe the different styles of leadership.
 19. Explain the four perspectives of the Balance scorecard and how they contribute to strategic performance measurement.
 20. Discuss the importance and application of modern special control techniques in business organizations.
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30821

DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

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. What is patronage system?
2. List the objectives of personal management.
3. Define bureaucracy.
4. Write a short note on UPSC.
5. Name the types of civil services in India.
6. State the two important features of the graphic or linear rating scale.
7. What are the major objectives for training civil servants?
8. What is staffing?
9. What is meant by public undertaking?
10. List the measures to build high employee moral.

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Write a short note on the scope of public personnel administration.

Or

- (b) Comment on the functioning of bureaucracy in India.

12. (a) Describe the major State training institutes established in India.

Or

- (b) Write down the important steps involved in recruitment and selection process.

13. (a) Discuss the functions of civil services.

Or

- (b) Differentiate between formal training and informal training.

14. (a) Write a short note on recruitment in the context of public administration.

Or

- (b) Explain the role of Lokpal and Lokayukta.

15. (a) Explain the features of management of change in case of grievance redressal mechanism.

Or

- (b) Describe the essential elements of administrative ethics.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. 'In developed countries, public administration is generally viewed as playing a limited role'. Justify this statement.
 17. Enumerate the advantages and disadvantages of administrative tribunals.
 18. Discuss the impact of the reservation policy on employment in India.
 19. "Recruitment is the first step towards staffing". How far do you agree with the statement? Justify.
 20. Evaluate the types and importance of rights of the civil servants.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

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 the questions.

1. What did the Philadelphia Charter provide?
2. Who is referred as probationer?
3. What is customary bonus?
4. Who does the payment of Wages Act, 1936 apply to?
5. What is Adjudication?
6. Write a short note on “Appropriate Government”.
7. What does Section 9 of the Minimum Wages Act deal with?
8. What is Quorum?
9. What is subsistence allowance?
10. What is meant by trade dispute?

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Brief the provision for offences and penalties as mentioned in the payment of Bonus Act.

Or

- (b) Explain the reasons which make and employee face disqualification for bonus.

12. (a) Write a short note on provisions of section 21 of the payment of Bonus Act.

Or

- (b) State the provisions of the payment of Gratuity Act, 1972 relating to 'penalties'.

13. (a) Discuss the method of computing gratuity.

Or

- (b) Discuss the provisions of the payment of Wages Act, 1936 relating to imposition of fines.

14. (a) Write a short note on the constituents of minimum wage rate as per Section 4 of the Minimum Wages Act.

Or

- (b) What does Section 18 prescribe with regards to display of notices?

15. (a) Describe the constitutional validity of automatic termination of service under standing orders.

Or

- (b) Explain the concept of appropriate government under the IESOA.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Discuss the obligations and rights of the employers and employees as mentioned in the payment of Bonus Act.
 17. What are the provisions relating to deductions for damage or loss under the payment of Wages Act, 1936? Discuss.
 18. Examine the concept of review of wages already fixed, procedure for fixing and revision of minimum wages.
 19. Examine the different shades of opinion on the subject of nature of standing orders.
 20. Describe the rights, liabilities and penalties of trade unions in detail.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

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 the questions.

1. What is career management?
2. List the objectives of training.
3. What is proactive training?
4. Write down the purpose of orientation.
5. What is job rotation?
6. Define the term multi-management.
7. What is summative evaluation?
8. Define cost benefit analysis.
9. What is corporate social responsibility?
10. Who are stakeholders?

PART B — ($5 \times 5 = 25$ marks)

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

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

Or

- (b) Differentiate Human Resource Management (HRM) and Human Resource Development (HRD).

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

Or

- (b) Discuss the internal sources of recruitment.

13. (a) Describe the different on-the-job training methods.

Or

- (b) Describe the basic concept of designing executive development programs.

14. (a) Discuss some of the key performance parameters.

Or

- (b) Discuss the various implications of training evaluation.

15. (a) Discuss Hofstede's cultural dimensions theory.

Or

- (b) Examine the challenges faced by trainers in a cross-cultural environment.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Examine the organizational structure of training organizations.
 17. Examine the differences between the top down and bottom up approach to training.
 18. Discuss the methods used by the Indian companies in enhancing varieties of skills of middle managers.
 19. Explain some of the challenges faced while calculating the return of investment.
 20. Examine the Kirkpatrick's model of training evaluation in detail.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

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 is QUEST analysis?
2. List the types of business environment.
3. Define PESTLE analysis.
4. What is balance of payment?
5. What is capital market?
6. List the functions of Reserve Bank of India (RBI).
7. Name the cultural factors which affect the business.
8. State any two salient features of the joint sector.
9. What is fiscal deficit?
10. List out the various institutions financing for exports.

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Examine the significance of the social environment on business decisions.

Or

- (b) Discuss the supportive role of a government in business.

12. (a) State the main features of MSME Act.

Or

- (b) Write a short note on the existence and evaluation of regional disparities in India.

13. (a) Discuss the main function of industrial financial institutions.

Or

- (b) Examine the importance of trade unions.

14. (a) Describe the implications of social factors for business.

Or

- (b) Describe the recent technological developments that have taken place in India.

15. (a) Explain the three forms of privatization.

Or

- (b) Discuss the benefits of globalization.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. How does the economic environment influence the decision-making process of business organization?
 17. Evaluate the importance of capital markets in an economy.
 18. Explain the various financial market instruments which suits for Indian business.
 19. Describe the various steps taken by the government of India with respect to industrial licensing.
 20. Discuss in detail about the role of IMF and the World Bank in economic development.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

Third Semester

BUSINESS LAW

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. Define a contract under the Indian Contract Act, 1872.
2. State any two rules for a valid acceptance.
3. Define a contract of indemnity.
4. Define a contract of sale.
5. List any two types of negotiable instruments.
6. Define life insurance.
7. Define partnership under the Indian partnership Act, 1932.
8. Define a private company.
9. Mention any two types of company meetings.
10. Define a digital signature under the IT Act, 2000.

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Explain the essential elements of a valid contract.

Or

- (b) Explain revocation of an offer and acceptance.

12. (a) Define consideration and describe its essentials.

Or

- (b) Explain the exceptions to the rule of privity of contract.

13. (a) Explain the contract of indemnity and guarantee.

Or

- (b) Define a contract of sale and its essential elements.

14. (a) Describe the key provisions of the Carriers Act, 1865.

Or

- (b) Define negotiable instruments and their essential features.

15. (a) Describe the history and evolution of insurance in India.

Or

- (b) Explain the process of registration of firms.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Explain the importance of the Indian contract Act, 1872.
17. Describe the role of post in offer and acceptance.

18. Explain the duties and rights of a bailee.
 19. Explain the role of parties in negotiable instruments.
 20. Explain the objectives of the life insurance corporation Act, 1956.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

Third Semester

MANAGEMENT INFORMATION SYSTEM

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. Define an information system.
2. What are the components of an information system?
3. Mention two characteristics of Management Information System (MIS).
4. What is Decision Support System (DSS)?
5. Define Enterprise Resource Planning (ERP).
6. What is the role of AI in MIS?
7. Differentiate between LAN and WAN.
8. What are the advantages of using E-commerce in business?
9. Define ethical challenges in MIS.
10. What is the significance of supply chain management in MIS?

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Explain the role of MIS in business decision-making.

Or

- (b) Discuss the functions of MIS in various business processes.

12. (a) Describe the approaches to MIS development.

Or

- (b) Explain the evolution of MIS in organizations.

13. (a) Discuss the advantages and disadvantages of communication channels in MIS.

Or

- (b) Explain the relevance of video conferencing in business communication.

14. (a) What are the merits and demerits of Artificial Intelligence (AI) in MIS?

Or

- (b) Explain the functions of an Executive Information System (EIS).

15. (a) Describe the key security challenges in MIS.

Or

- (b) Discuss the impact of information technology on global business integration.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Discuss the structure of MIS and the pre-requisites for an effective MIS.
 17. Explain the role of MIS in improving business communication and decision-making.
 18. Analyze the use of E-commerce and M-commerce in modern businesses.
 19. Discuss the ethical and security challenges faced in managing information technology.
 20. Explain the role of computers and digital networks in MIS operations.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

Third Semester

INDUSTRIAL RELATION MANAGEMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. What are the fundamental rights under the Indian constitution?
2. Define the term Labour Movement.
3. Mention any two objectives of trade unions.
4. What is the role of ILO in industrial relations?
5. Define collective bargaining.
6. What is the significance of wage boards?
7. What is voluntary arbitration?
8. Explain grievance redressal mechanism in an organization.
9. What is the impact of strikes and lockouts on industrial relations?
10. Define social security in relation to workers.

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Explain the salient features of the Indian constitution with respect to labour laws.

Or

- (b) Discuss the role of directive principles in labour welfare.

12. (a) Explain the impact of Trade Unionism on economic development.

Or

- (b) Discuss the different phases of the trade union movement in India.

13. (a) What are the major problems of industrial relations in India?

Or

- (b) Explain the role of employers, government, and unions in Industrial relations.

14. (a) Discuss the various types of negotiations in industrial relations.

Or

- (b) Explain the difference between conciliation and adjudication in industrial disputes.

15. (a) Describe the role of safety committees in industrial safety.

Or

- (b) What is the statutory welfare measures available for industrial workers?

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Discuss the history and role of international labour movements such as ICFTU and WFTU.
 17. Explain the role of trade unions in resolving industrial disputes and maintaining industrial peace.
 18. Discuss the role of the Government machinery in preventing industrial disputes and ensuring industrial peace.
 19. Explain the modern trends in employee education and social development, with reference to contract labour, agricultural labour, and female labour.
 20. Discuss the role of ergonomics and damage control in industrial safety management.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

Third Semester

PRINCIPLES OF ECONOMICS

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. Define managerial economics.
2. What is micro economics?
3. Define demand.
4. What is elasticity of demand?
5. What do you mean by fixed factor?
6. Define explicit cost.
7. What is marginal cost?
8. Define the term liquidity.
9. What is quasi rent?
10. Define bilateral monopoly.

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Explain the methods of economics.

Or

- (b) Give short note on opportunity cost and time value of money.

12. (a) Explain ordinal utility approach.

Or

- (b) Describe shift in demand curve.

13. (a) Explain law of variable proportion.

Or

- (b) Explain the concept of marginal cost and marginal revenue.

14. (a) Define markets and nature of competitions.

Or

- (b) Explain pricing under duopoly.

15. (a) Write a note on wage and productivity wage regulation.

Or

- (b) Describe rent as surplus over transfer earnings.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Narrate an essay on the applications of managerial economics to business.
17. Elaborately explain the various types of elasticity of demand.

18. Describe economics and diseconomies of scale.
 19. Explain pricing under perfect competition.
 20. Elucidate national income and its measurement.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

Fourth Semester

COMPENSATION 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 compensation.
2. State the basic kinds of wage plans.
3. What do you mean by perfect competition?
4. What is the meaning of wage-differentials?
5. Define pay structure.
6. What is perquisites?
7. State the classification of rewards.
8. Define service benefit.
9. What is executive compensation?
10. Define payment of Bonus Act.

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Explain the process of wage settlement.

Or

- (b) Discuss the components of compensation.

12. (a) Describe the types of wage differentials.

Or

- (b) State the types of non-monetary incentive schemes.

13. (a) Explain the objectives for incentive payments.

Or

- (b) Discuss the concept of key performance parameters.

14. (a) Describe the key provisions of payment of wages act.

Or

- (b) Explain the current trends in compensation.

15. (a) State the compensation for knowledge personnel.

Or

- (b) Discuss the principles of job evaluation programs.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Explain the compensation based on macroeconomic and microeconomic factors.
17. Discuss the non monetary incentive schemes in detail.

18. Describe the implications and problems of key performance parameters in detail.
 19. Describe the planning compensation for executives and knowledge workers.
 20. Explain the wage incentives in India.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

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 the questions.

1. Define international Human Resource Management.
2. What is Global HR recruitment?
3. Define cultural adoptability.
4. What is multiculturalism?
5. What is IBRD?
6. What is tailor made training?
7. Mention the importance of training.
8. What is HR relations management?
9. What is labour relations?
10. Mention any two points about global HR relations.

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) State the nature and scope of IHRM.

Or

- (b) Explain the challenges of globalising HR.

12. (a) Explain the challenges of global placements.

Or

- (b) Explain the importance of cultural adaptability.

13. (a) Explain compensation structure in MNCs.

Or

- (b) Explain the importance of global HR training.

14. (a) Write short note about leadership training.

Or

- (b) Write short note about labour relations in the international area.

15. (a) Explain US approaches to labour relations.

Or

- (b) Explain differences between domestic HRM and IHRM.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Discuss the global HR recruitment and selection.

17. Explain organizational culture of MNCs.

18. Explain various types of training.
 19. Explain role of strategic management of international labour relations.
 20. Explain about Global HR compensation process.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

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. Define emotion.
2. What is personal competence?
3. Define inner rudder.
4. Explain the term self-worth.
5. Define achievement drive.
6. What is empathy?
7. Define job enrichment.
8. What is performance evaluation?
9. Define team.
10. What do you mean by employee involvement?

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Explain emotional intelligence and state its significance.

Or

- (b) Describe the source of gut feelings with illustration.

12. (a) How to know one's inner resources?

Or

- (b) Describe the measures to developing strong sense of one's self-worth and capabilities.

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

Or

- (b) Briefly explain trustworthiness and consciousness.

14. (a) Analyse the role of training in emotional intelligence.

Or

- (b) Explain various approaches of leadership.

15. (a) Discuss the objectives of teams and groups.

Or

- (b) Explain means to build emotional competence.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Examine various types of emotional competence.

17. Define institution. Explain its power.

18. Write an essay on keeping disruptive emotions and impulses in check.
 19. Explain organizational behavioural applications of emotions.
 20. Comment on stress management guidelines learning emotion.
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DISTANCE EDUCATION

M.A.(PM&IR) DEGREE EXAMINATION, MAY 2025.

Fourth Semester

ORGANISATIONAL DEVELOPMENT

(CBCS 2018 – 2019 Academic Year Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. Define organizational development.
2. What is an OD intervention?
3. Define action research.
4. What is team interventions?
5. What is MBO?
6. What is QWL?
7. Define comprehensive interventions.
8. What is the importance of client relationship?
9. What is need for team building?
10. What is an inter-group intervention?

PART B — ($5 \times 5 = 25$ marks)

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

11. (a) Explain the concept of organizational development.

Or

- (b) Explain the history of organizational development.

12. (a) Write down the reason of action research as a process.

Or

- (b) Explain about team interventions in OD.

13. (a) Explain about importance of quality circle.

Or

- (b) State the ethical standards in organizational development.

14. (a) State the key consideration and issues in organizational development.

Or

- (b) Explain about team and team work.

15. (a) Explain the importance of power in OD.

Or

- (b) Explain Gestalt approach of team building.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

16. Explain nature and scope of organizational development.
17. What are how to use action research in organizational development?

18. Explain briefly about implementation and assessment of organizational development.
 19. Explain Indian experiences in organizational development.
 20. Explain nature, scope and implications of process - maintenance component.
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