

Paper I — MANAGEMENT AND ORGANISATIONAL
BEHAVIOUR

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions, choosing any TWO questions in Section A and any THREE questions in Section B.

All questions carry equal marks.

SECTION A — (2 × 20 = 40 marks)

1. Define Management. Distinguish between management and administration.
2. Explain the various types of planning.
3. Discuss the various forms of organisation.
4. Explain the various Controlling Techniques.

SECTION B — (3 × 20 = 60 marks)

5. Describe the Ponter and Lowler model theory on motivation.
6. How will you distinguish leaders from managers?

7. Discuss in detail the various channels of communication which are generally used in modern business enterprise.

8. How are group decisions made? How can group decision be made more effective?

9. Discuss the differences between functional and dysfunctional conflicts.



Paper II — INDUSTRIAL PSYCHOLOGY

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Define Industrial Psychology. Write its scope.
2. What is frustration? Where does frustration come from?
3. Explain the symptoms of emotional disorder in industry.
4. Write any two theories of personality.
5. Explain the role of morale in increasing productivity.
6. What is human engineering? Write its importance.
7. 'Counselling is the responsibility of industrial psychologist' – Explain.

8. Write the theory of hierarchy of needs of motivation.
 9. Elucidate the procedure of time study.
 10. How does punishment help in controlling the employees?
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Paper III — PERSONNEL MANAGEMENT AND
INDUSTRIAL RELATIONS

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Explain the scope and objectives of personnel management.
2. Discuss the roles of a personnel manager.
3. Explain the association between recruitment and selection.
4. Specify the focus of appraisal interview.
5. Highlight the importance of discipline in an organization.
6. Describe the grievance redressal procedure.
7. Emphasize the need for good industrial relations.

8. Explain the measures to prevent industrial unrest.
 9. Distinguish between arbitration and adjudication.
 10. On what grounds recognition of trade unions is emphasized?
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