

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, and explain its nature and characteristics.
2. What is planning? Explain the importance and benefits of planning.
3. What is Line organisation? Explain its advantages and disadvantages.
4. Define control. Explain the factors that determine a good control system.

SECTION B — (3 × 20 = 60 marks)

5. Discuss Herzberg's theory of motivation. How can understanding of this theory help managers more effectively to motivate their subordinates?
6. Define leadership. Explain the functions of a Leader.
7. What is Communication? Explain the principles of effective communication.
8. Why are groups formed? Explain the factors determining group success.
9. 'Change is inevitable' - Discuss. Also give a detailed study of macro and micro factors affecting change.

INDUSTRIAL PSYCHOLOGY

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Examine the scope of industrial psychology.
2. Explain the positive and negative consequences of frustration and conflict.
3. Enumerate various defence mechanisms available to ventilate frustration.
4. Describe the psychology of individual difference.
5. Elucidate the techniques used to understand and appraise human behaviour.
6. Describe the causes and effects of job satisfaction.
7. What are the features, objectives and limitations of human Engineering?
8. Explain work study, time study and motion study. Light out its significance.

9. Critically evaluate the role of positive rewards in motivation of employees.
 10. What is personal counselling? What are its objectives? What are its uses?
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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. Discuss the role of personnel manager.
2. What steps are involved in the selection procedure? Explain them.
3. State the objectives of performance appraisal. Also explain any two modern methods of performance appraisal.
4. Describe the procedure and principles of sound disciplinary action.
5. Suggest a formal grievance procedure for a medium size industrial unit.
6. Explain the scope of industrial relations.
7. What is meant by "Industrial disputes"? What are its causes?

8. Explain various measures generally adopted to improve the industrial relations.
9. Discuss the statutory machinery available for settlement of industrial disputes in India.
10. Define "Trade Union". Enumerate its functions.

