

Con. 5467-09.

SP-6822

(3 Hours)

[Total Marks : 100

- N.B. :** (1) Question No. 1 is compulsory.
(2) Attempt any four questions from the remaining six questions.
(3) Support your answers with cases/illustrations wherever possible.

1. Differentiate between the following :- 20
 - (a) Formal organization and Informal organization
 - (b) Centralized organization and decentralized organization
 - (c) Authority and Accountability
 - (d) Collective bargaining and conciliation process.

2. (a) Define motivation. Do you agree that money is most important in the Scale of Human Wants ? Explain with reference a particular theory of motivation. 10
(b) Explain the contribution made by F.W. Taylor in the development of management thought. 10

3. (a) Explain the steps in decision making. 8
(b) Explain the different types of communications. 6
(c) Explain the steps in rational planning. 6

4. (a) What are the functions of personal management ? 10
(b) Explain in detail "Group Dynamics". Also explain various methods used by Industry to improve the moral of the employees. 10

5. (a) Explain the different performance appraisal techniques used to evaluate employees performance. 10
(b) Enlist various types of conflicts in any manufacturing industry. How to revolve such conflicts ? 10

6. (a) "Training is costlier but not giving training is still more costlier". Explain this statement with reference to various methods of training. 10
(b) Explain scientific selection procedure in general. 10

7. Write short notes on any four of the following :- 20
 - (a) Role of Trade Unions in Industrial Relations
 - (b) Basis for Promotion
 - (c) Job Enrichment
 - (d) Industrial Dispute Act
 - (e) Safety Programme in Industries
 - (f) Functions of Personnel Management.