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52904

Q1. A True or False.

- 1) True    2) True    3) True    4) False    5) True  
6) False    7) True    8) False    9) False    10) False.

B Match the following

- |                      |   |   |
|----------------------|---|---|
| 1. Grape vine        | - | Informal Communication                  |
| 2. Dr. Stephen Covey | - | Time Mgmt Matrix                        |
| 3. Anthropology      | - | Study of Societies                      |
| 4. Individual diff.  | - | Human beings are unique                 |
| 5. Scientific Mgmt   | - | F. W. Taylor                            |
| 6. Matrix Structure  | - | Two Boss managers.                      |
| 7. MBO               | - | Modern Method of Performance Appraisal. |
| 8. Piece Wage system | - | Paid as per no. of units Produced.      |
| 9. Fringe Benefits   | - | Supplemental Compensation               |
| 10. HRD              | - | Training and development                |

Q2.A Levels → Individual level, Interpersonal level, Group level,  
~~Concept~~ Intergroup level, Organizational level, (OR)  
Interorganizational level.

Challenges → challenges of globalization, Workforce Diversity,  
~~Concept~~ improving quality and Productivity, improving  
Customer service, improving People skills,  
Stimulating innovation and change; coping  
with Temporalities, Working in Networked  
organizations.

(OR)

Q2 a) - i) People ii) Structure, iii) Technology iv) Environment.  
b)

Q3.A) Types of Orgnl Communication -  
1) Downward 2) upward 3) Lateral 4) Electronic  
5) Informal.  
(OR)

a) Managing Conflicts - 1) Problem solving, 2) Avoidance,  
3) Smoothing, 4) Compromise, 5) Recognizing disagreements,  
6) Discussing differences 7) Recognizing cultural differences.

b) Negotiation factors - 1) Neutral venue 2)  
2) Seating arrangement 3) No unwanted observers.  
4) Deadline 5) Careful attention 6) Concessions  
7) focus on issue.

Q4. A) 03 Types of separation

- 1) Termination / Dismissal
- 2) Resignation
- 3) Lay-off
- 4) Downsizing
- 5) Retirement
- 6) VRS

(OR)

- a) Rewarding through promotion -
- i) incentives
  - ii) recognition
  - iii) Boost morale
  - iv) enhance employee commitment
  - v) Job satisfaction
  - vi) Competitive spirit
  - vii) minimize unrest / discomfort.

- b) Scope of HRM -
- HRP, job analysis & design,
  - Recruitment & selection, Training & Development,
  - Performance appraisal, Compensation mgmt,
  - Career planning, Motivation & Communication,
  - Employee welfare.

- Q5. A) Modern methods of Performance Appraisal -
- i) Assessment Centre
  - ii) MBO
  - iii) BARS
  - iv) Human Asset Accounting

- B) Importance of HRP -
- 1) Smooth & efficient working
  - 2) Filling gaps in manpower
  - 3) Expansion & diversification
  - 4) Challenges of changing technology
  - 5) Increased employee mobility
  - 6) Shortage of skills
  - 7) Budgeting

(Or)

Q5-A) Short Notes-

- 1) HED -  
Meaning, Objectives (or) functions
- 2) Career Stages -  
- Exploration, Establishment, Maintenance,  
decline / disengagement.
- 3) Fringe Benefits.  
Pension, security, needs, etc
- 4) Learning Organization  
Building learning org.
- 5) Time agent  
- Meaning / Matrix (or) Time wastage