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SEAT No. :

P1232

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M.LL. & L.W.

**Personnel Management and Case Studies in Personnel Management
(New) (Paper - VI)**

Time : 3 Hours]

[Max. Marks : 100

Instructions to the candidates:

- 1) *Answer any FIVE questions.*
- 2) *All questions carry equal marks.*

Q1) “The role of the Personnel Manager is to provide and maintain a contented and satisfied work force”. Examine this statement and explain the Managerial and Operative functions of the Personnel Manager.

Q2) “Performance Appraisal helps to identify the strengths and weakness in employees”. Examine this statement and explain how the modern methods of performance appraisals have helped industries to build and develop an efficient and effective workforce.

Q3) Explain the difference between Training and Development. Examine how the Executive Development Programmes have been able to mould young executives to effectively handle the challenges of competition in Industry.

Q4) Define ‘Communication’ and examine its characteristics. Explain the various channels of communication. What are the barriers to effective communication? How can these barriers be removed to make communication effective in Industry?

Q5) Examine the causes and effect of indiscipline in Industry. What measures would you suggest to curb indiscipline in Industry especially in the manufacturing sector?

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Q6) Explain the following:

- a) Causes of grievances.
- b) Factors influencing salary and wage administration.

Q7) Examine the various welfare activities in organisations and evaluate their effect on worker's morale and productivity.

Q8) Discuss any two of the following:

- a) Ten Commandments of communication.
- b) Functions of Labour Welfare Boards.
- c) You have been appointed by a MNC Company to advise the company as a HR Consultant. The Managing Director of this Company wants you to devise an Appraisal Scheme based on Management by Objectives. Explain how you will devise the appraisal scheme incorporating all the factors involved in MBO.

