

Time: 3 Hrs

Total Marks : 80

- N.B : (1) **Question No. 1 is compulsory**  
(2) Attempt **any three** questions out of remaining.  
(3) Assume **suitable data** wherever required  
(4) Figures to the right indicate **full marks**



- Q.1** Answer **any four** of the following:
- a) Explain Maslow's Hierarchy of Needs theory for Motivation. **05**
  - b) Define Decision making. Give its basic steps. **05**
  - c) Define Groups? Classify Groups and give examples. **05**
  - d) What do you mean by Exit Interviews? Who conducts it? **05**
  - e) What is Factories Act? **05**
- Q.2**
- a) Explain Grievance procedure used in Medium scale Manufacturing Industry. **07**
  - b) What are the barriers of Communication? Explain in brief. **08**
  - c) What is the role of Government in maintaining Industrial Relations? **05**
- Q.3**
- a) Define Industrial Disputes. What are the measures to curb them? Discuss about types of Industrial Disputes. **10**
  - b) Define Organization. Write short notes on types of Organization. **10**
- Q.4**
- a) Is management a science or art? Discuss on Contingency approach of Management. **10**
  - b) Define leadership. Give differences between Leader and Manager. What are the key roles of Manager **10**
- Q.5**
- a) What is recruitment process? How is it different from training process? Enlist few training methods. **10**
  - b) Write short notes on : Morale and Job Satisfaction with suitable example. **10**
- Q.6**
- a) Enlist the fourteen principles of management as listed by Henry Fayol **06**
  - b) What are the functions of Personnel Management? How it differs from HR Department? **06**
  - c) Explain Attitude, perception and its relevance to Individual and Firm Growth. **08**
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