

VIII/ Prod (CBGS) / Indl Relations & Human

Resource Mgmt / 24/05/16 QP Code : 722402

(3 Hours)

[Total Marks : 80

- N.B.:** (1) **Questions No.1 is compulsory**
(2) Attempt **any three** questions out of remaining five questions.
(3) Figures to the right indicate **full marks**.
(4) Support your answer with examples / cases wherever possible.

1. Differentiate between the following :- 20
(a) Training and Development
(b) Authority and Accountability
(c) Theory 'X' & Theory 'Y'
(d) Matrix and Functional organisation structure
2. (a) Explain the contribution made by F. W. Taylor in the development of Management thought. 10
(b) Explain the steps in decision making with suitable examples. 10
3. (a) What are the principles of effective communication? Explain briefly. 6
(b) What are the barriers of communication Briefly explain them. 4
(c) Define "Leadership" what sort of Leadership is required for successful implementation of TQM in Industries. 10
4. (a) Explain in detail "Group Dynamics." Also explain the various methods used by industries to improve the moral of the employees. 10
(b) Define Motivation. Explain any one theory of Motivation with suitable example. 10
5. (a) Explain "Grievance procedure" used in Medium scale manufacturing industry with a block diagram. 10
(b) Explain the steps taken for safety of Employees in the companies. 5
(c) What do you mean by Exit Interview Explain in brief. 5
6. Write short notes on **any four** of the following:- 20
(a) Perception and attitude
(b) Factory Act Provisions
(c) Selection procedure
(d) Role of Trade unions in Industrial Relations
(e) Job design