PART A

Q.1 Please state whether the following statements are “True” or “False”. (1 Mark each)

1. Technical skills are required maximum at the middle level of management.
2. A post cannot be said to be managerial level unless Right of Decision Making is attached to it.
3. Top Management sets Rules and Middle Management sets Objectives.
4. Delegation is not a must for Manager
5. Line Executive do while Staff Executive advice
6. If lockout is legal and justified no wages are to be paid for the period.
7. Any Industry supply power, water or electricity to general public is called Public Utility Services.
8. Disputes or differences between workmen and workmen which is not connected with employment is also industrial disputes.
Q 2. Fill in the blanks.

1. Management as a profession requires Specialized ______
2. Manager’s major role is to provide purposeful_________ to the firm.
3. ___________ is the first Managerial Function.
4. Pollution means any solid, liquid or gaseous substance which is injurious to ________________
5. To constitute a factory there must be minimum ______ workers if manufacturing is carried with aid of power.
6. A minimum Bonus of ________stretchable up to ______
7. ______ is a process by which employees are helped to acquire, develop capabilities and organizational culture.
8. ______ is a change in job, assignment, it may involve a promotion, demotion, or no change in responsibility and status.

Q 3. Match the following and rewrite

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
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<tbody>
<tr>
<td>Grievance</td>
<td>Act of inducement</td>
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<tr>
<td>Whistle Blowing</td>
<td>Employees avoid risk</td>
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<tr>
<td>Authority</td>
<td>Real or imagined feeling</td>
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<td>Power Culture</td>
<td>Managerial Grid</td>
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<td>Role Culture</td>
<td>Ethical behavior</td>
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<tr>
<td>Motivation</td>
<td>Power</td>
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<tr>
<td>Leadership</td>
<td>Grooming</td>
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<tr>
<td>Mentoring</td>
<td>Rule dominated</td>
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</tbody>
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Q 4. Expand the following

a) JMC  b) IFPSM  c) CEO  d) 4PL
e) ILO  f) SMART  g) LQI  h) PPF
PART B

Answer any 3 out of 5. Total Marks 48

Q 5. a) What are various steps in Planning?
   
   b) Suggest activities which can be taken under Corporate Social Responsibility to improve education and skills required by Corporate.

   
   b) What are advantages of Group Working?

Q 7. a) Explain various methods of interview.
   
   b) What are various objectives of HR?

Q 8. a) Explain the need and types of Employee Counseling.
   
   b) What are various unfair labour practices on the part of employers and employees?

Q 9. White short notes on any FOUR.
   
   a) Welfare Provisions of Factory Act
   b) Lay off
   c) Motivation
   d) Training Methods
   e) Employee Participation
   g) HR Appraisal
   h) Leadership
Mr Dharamchand, 75 years old, has decided to hand over rein of the business to his daughter Reva, a Harvard educated young girl who had worked under her father for last one year in the company. Mr Dharmarchand has built the business from scratch. He is sentimental about his old staff who have been working with him for a long time. There was no strike in the company for last 30 years.

Reva has ambitious plans for the company although company’s growth is stagnant for last 5 years. During her training of last one year she found employees are non-committal, demotivated, not computer savvy, lack of knowledge of market dynamics, changing needs of the customers, new developments. She would like to bring in new talent to turn around the company fortune. But she has fear of strong reaction of the employees, whether employees will accept the new Management Team and performance oriented working.

Meanwhile a competitor has given lucrative offer to Mr Dharamchand to buy the company.

Q. 1. What are the problems in the organization?

Q 2. As an H. R. Expert what is your advice to Reva? How to go about it?

Q. 3. Suggest your Action Plan to bring change in the employees.

Q. 4. What is your advice to Mr Dharamchand about the offer to sale the company?