

10. Which of the following is not a technique of Conflict management?
 - a. Grievance management
 - b. Leadership Design
 - c. Compromise
 - d. Negotiation
11. Which of the following factor decreases Group Cohesiveness?
 - a. Informal
 - b. Care
 - c. Large group size
 - d. All of the above
12. Which of the following is correct with 'Functional Foremanship'?
 - a. It is one principle of Henry Fayol.
 - b. It is one principle of Scientific management.
 - c. It is one technique of Scientific management.
 - d. None of the above.
13. 'Individual workers work across team and projects in their organisation'-This is correct with which of the following organisational structure?
 - a. Line Structure
 - b. Staff Structure
 - c. Divisional structure
 - d. Matrix Organisational structure
14. Which of the following is not an operative function of personnel Management?
 - a. Procurement
 - b. Training and Development
 - c. Change agent
 - d. Compensation
15. Which of the following is correct with 'Unity of command'?
 - a. Each employee should receive orders from one boss only.
 - b. There should be one boss for one set of operations for same objective.
 - c. Both 'a' & 'b'.
 - d. Neither 'a' & 'b'.
16. Which of the following is an element of Semantic barrier of communication?
 - a. Faulty translation
 - b. Rules and policies
 - c. Lack of knowledge
 - d. None of the above
17. Job Enlargement means.....
 - a. Vertical adding of jobs
 - b. Horizontal adding of jobs
 - c. Formal adding of jobs
 - d. Informal adding of jobs
18. Leadership traits are not completely inborn but can also be acquired through learning and experience-this is the concept of which of the following leadership theory?
 - a. Charismatic theory
 - b. Behavioural theory
 - c. Trait Theory
 - d. Contingency theory
19. In Vroom's Expectancy theory of Motivation, which is the highest level of need?
 - a. Need for Achievement
 - b. Need for Self Actualization
 - c. Need for Power
 - d. Need for Affiliation
20. Which of the following is correct with Leadership concept?
 - a. Leader roles are unnecessary in organisations where self-leadership approach is used.
 - b. The military model of leadership will become more popular.
 - c. Due to decentralized structure the need for leaders will decrease.
 - d. It is likely that a particular set of leader characteristics and behaviours do suit specific situations and groups.

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(**PART-B: Descriptive**)

Time: 2 hrs. 40 min.

Marks: 50

[Answer question no.1 & any four (4) from the rest]

1. What do you mean by Motivation? Explain the Vroom's Expectancy theory of Motivation. 2+8=10
2. Briefly explain the Communication process. Discuss the different barriers of communication very briefly. 5+5=10
3. Define Human Resource Management. Discuss the different functions of Personnel management. 1+9=10
4. What do you mean by Leadership? Explain the different leadership styles. 2+8=10
5. Mention any three principles of Scientific Management. Discuss any ten (10) principles of Henry Fayol. 2+8=10
6. Explain the Negotiation process. Discuss the different Conflict management techniques which organisations follow in their formal set-up. 10
7. Explain the different stages of Group Development. Discuss the different levels of Conflict. 5+5=10
8. Discuss the different Organisational Designs that normally organisation follows. 10

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