

17684

16117

3 Hours / 100 Marks

Seat No.

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- Instructions* – (1) All Questions are *Compulsory*.
(2) Answer each next main Question on a new page.
(3) Illustrate your answers with neat sketches wherever necessary.
(4) Figures to the right indicate full marks.
(5) Mobile Phone, Pager and any other Electronic Communication devices are not permissible in Examination Hall.

Marks

1. **Answer any FIVE of the following:** **20**
- a) Describe scope and importance of management.
 - b) ‘Staff training is essential, at all levels’. Explain.
 - c) State qualities required for a leader.
 - d) Write objectives of human resource development.
 - e) Describe a technique of job design.
 - f) Write distinguish between : Training and Development.
 - g) Explain purpose of staff appraisal.
2. **Answer any TWO of the following:** **16**
- a) ‘Management have important role to play and has responsibility towards society’. Explain.
 - b) (i) Explain importance of motivation. **2**
(ii) Describe any two methods of motivating staff. **6**
 - c) Explain ways of accessing performance appraisal.

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- 3. Answer any TWO of the following:** **16**
- a) (i) Explain characteristics of 'informal organisation'.
 - (ii) Describe 'decentralisation'. State its merits.
 - b) Explain any four factors, affecting human resource planning.
 - c) (i) Name sources of recruitment. 2
 - (ii) Describe any one method of recruitment, stating its advantages. 6
- 4. Answer any TWO of the following:** **16**
- a) Define 'planning'. Describe the planning process.
 - b) Describe steps in control process.
 - c) Describe two methods of staff development.
- 5. Answer any TWO of the following:** **16**
- a) Explain concept of 'management by objectives'.
 - b) Describe selection process.
 - c) Explain various activities of human resource management.
- 6. Answer any FOUR of the following:** **16**
- a) Explain principles of organisation.
 - b) When is control process considered to be effective?
 - c) Explain meaning of job analysis? Why is it done?
 - d) Explain importance of 'demand forecasting? How is it done?
 - e) Describe theory of motivation.
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