Q. 1. Explain the following Concepts? (Any three)
   a) Douglas MC Gregor’s “X” and “Y” Theories
   b) Counseling
   c) Appraisal
   d) Vigilance

Q. 2. Explain (Any three)
   a) Advantages and Disadvantages of Lecture as classroom training Method
   b) Case Studies
   c) On the Job Training
   d) Evaluation of Training

Q. 3. Write Short Notes on (Any three)
   a) Factors necessary for improving Communication
   b) Steps involved in organizing an enterprise
   c) Factors which determine span of control
   d) Stages involved in a sound recruitment process

Q. 4. Answer (Any two)
   a) Describe the Hierarchy of needs Theory
   b) What factors should be taken into account to ensure placement of “Right Man for the Right Post”
   c) Describe the different stages of learning and explain why unlearning is necessary to learn something more valid and worthwhile

Q. 5. From the point of view of an organization, explain the significance of Human Resources Management (HRM) in respect of the following (Any two)
   a) Job Analysis
   b) Enforcement of discipline
   c) Promotions based on Annual Confidential Reports (ACRs)

Q. 6. Distinguish/Differentiate between the following (Any two)
   a) Line & Staff Organization
   b) Delegation & Empowerment
   c) Max Weber theory of social & economic organization & Frederick W. Taylor theory of organization.
Q. 7.  
   a) How will you adhere to the Principles of Natural Justice while initiating action before imposing major penalty?  
   b) Explain the concept of positive Discipline

Q. 8.  
   Counseling is a very important concern of HRM. Do you agree? If so, explain the Various situations when counseling is required? Also what special skills a manager should possesses to become a good counselor?

Q. 9.  
   What are the special features of the service sector and how do they influence our thinking and practice of human resources management?

Q. 10.  
   “Promotions should be given based on ability to perform at the higher level and not performance at the present lower level. Discuss and draft the criteria for promotion selection from Clerical to Officer grade promotion.

End