

**CREDIT BASED SIXTH SEMESTER B.A. DEGREE EXAMINATION APRIL 2010  
OFFICE PRACTICE AND MANAGEMENT**

**PAPER VIII – HUMAN RESOURCE MANAGEMENT – II**

**Time: 3 Hrs**

**Max. Marks: 105**

**SECTION – A**

**Answer all the questions:**

**5x3=15.**

1. What is meant by motivation?
2. State the meaning of democratic style of leadership.
3. Define Quality of Work Life.
4. Write a note on 'self esteem'
5. What is group dynamics?

**SECTION – B**

**Answer any three of the following:**

**3x10=30**

6. Elucidate Herzberg's theory of motivation.
7. Define the term leader. What are the qualities of a leader?
8. Explain the symptoms and causes of fatigue. State the methods to reduce fatigue.
9. What is meant by self awareness? Describe the key areas of self awareness.
10. Explain the types of formal groups in an organization.

**SECTION – C**

**Answer any three of the following:**

**3x20=60**

11. Explain Maslow's Need Hierarchy Theory.
  12. How does trait theory differ from behavioral theory of leadership? Explain.
  13. What is meant by work environment? Enumerate and explain the components of work environment.
  14. What is meant by SWOT analysis? Explain how it can be used in career planning.
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**PAPER VIII : HUMAN RESOURCE MANAGEMENT-II**

**Time: 3 Hrs**

**Max. Marks: 105**

**SECTION-A**

**Answer all the questions:**

**5x3=15**

1. State the meaning of the Terms, Needs, Drives and Incentives with reference to the motivation of employees.
2. Define Leadership.
3. What is quality of Work Life?.
4. Distinguish between self-awareness and self-discovery.
5. How does a group differ from a team?

**SECTION-B**

**Answer any THREE of the following:**

**3x10=30**

6. "Presence of satisfiers motivates the employees" – Explain in the context of Herzberg's two factor theory.
7. Explain the concept of leadership continuum in detail.
8. What is fatigue? Explain the different methods of reducing and eliminating fatigue.
9. Describe the role of self-esteem in developing the personality.
10. What is the role of group discussion in developing interpersonal relationships and skills?

**SECTION-C**

**Answer any THREE of the following:**

**3x20=60**

11. Explain Fiedler's contingency model of leadership. How is it relevant in developing successful leaders?
12. What is meant by group dynamics? What is the role of a group in developing inter-personal skills in an organization?
13. What is meant by transactional analysis? List out its utility and limitations.
14. What is meant by total quality management? Explain the core concepts and principles of TQM.

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OPM 602.2

Reg. No. ....

**CREDIT BASED SIXTH SEMESTER B.A. DEGREE EXAMINATION APRIL 2012  
OFFICE PRACTICE AND MANAGEMENT**

**PAPER VII - HUMAN RESOURCE MANAGEMENT - II**

**Time: 3 Hrs**

**Max. Marks: 105**

**SECTION – A**

**Answer all the questions:**

**5x3=15**

1. Mention the Hygiene Factors.
2. State the three styles of leadership.
3. What is work environment?
4. Define group dynamics.
5. What is self awareness?

**SECTION – B**

**Answer any three of the following:**

**3x10=30**

6. Explain the significance of motivation.
7. Explain the importance of Fielder's Contingency Model.
8. What is meant by positive attitude? State the various steps to develop positive attitude.
9. Explain the Quality of Work Life.
10. State the functions of group dynamics.

**SECTION – C**

**Answer any three of the following:**

**3x20=60**

11. Discuss the Maslow's Need Hierarchy Theory? How is differs from Herzberg's Two Factors Theory?
12. Explain the theories of leadership.
13. What are the Benefits and Elements of Total Quality Management? How can HR Manager contribute to TQM.
14. Explain the various aspects of Group Discussion and state their relevance.

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OPM 602.2

Reg. No. ....

**CREDIT BASED SIXTH SEMESTER B.A. DEGREE EXAMINATION APRIL 2013  
OFFICE PRACTICE AND MANAGEMENT**

**Paper VIII: Human Resource Management - I**

Time: 3 Hrs

Max. Marks: 120

**SECTION – A**

**Answer the following.**

**5x3=15**

1. Define leadership.
2. What are motivational factors?
3. Mention any three elements of Total Quality Management.
4. Distinguish between self – awareness & self – discovery
5. State any three principles of group dynamics.

**SECTION – B**

**Answer any three of the following.**

**3x15=45**

6. Define motivation. Explain its significance.
7. What are the qualities of a successful leader?
8. What is meant by fatigue? Suggest the measures for reducing fatigue in workplace.
9. Explain SWOT Analysis.
10. Explain the basic types of groups & their purposes.

**SECTION – C**

**Answer any three of the following.**

**3x20=60**

11. Compare & contrast Maslow's & Herzberg's theories of motivation.
12. Explain Managerial Grid & Fiedler's Contingency Model of leadership.
13. What is meant by Transactional Analysis? Explain its utility & limitations.
14. Explain the Do's & Don'ts of a Group discussion and its components.

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