

NOVEMBER, 2005

FC-90

FELLOWSHIP EXAMINATION
HUMAN RESOURCES MANAGEMENT

Time: 3 Hours]

[Total Marks : 100

Answer any **FIVE** questions only.
All questions carry 20 marks each.

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- | | Marks |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 1. a) Explain the basic characteristics of bureaucratic organisation. | 5 |
| b) Discuss the extent to which these characteristics are present in
(i) a hospital (ii) a cinema theatre (iii) a circus | 15 |
| 2. a) What exactly is meant by 'development of a person? | 8 |
| b) List out at least six ways in which a manager can contribute to the development of his subordinate. | 12 |
| 3. Distinguish between : | 5 each |
| a) OJT and CAT | |
| b) Consensus and Unanimity | |
| c) Coaching and Mentoring | |
| d) Proactive and Reactive | |
| 4. Write short notes on | 5 each |
| a) Unlearning | |
| b) Managerial Grid | |
| c) Leadership Continuum | |
| d) Discipline | |
| 5. a) What do you understand by the expression 'Cohesive'? | 5 |
| b) Why is cohesiveness important for groups? | 10 |
| c) How do formal and informal groups differ on 'cohesiveness'? | 5 |
| 6. a) Why do companies have to be 'socially responsible'? | 10 |
| b) Identify at least two activities or matters in which companies act in a socially responsible manner (i) because of the compulsions of law and (ii) voluntarily | 10 |

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10 each

7. What meanings are made when you observe the following and what effect will there be on others?
- a) On the first day of a training class which you are attending, the participants introduce themselves standing up, while four of them sitting in the first row, introduce themselves sitting down.
 - b) The manager of a branch office, during his usual morning rounds in the office, went to an employee, who had been on leave for the last fortnight because of his wife's illness, and enquired of her present condition, but moved away without waiting for the reply.

10 each

8. a) Employees who are expecting promotion, are known to get depressed and hostile to management, when they miss the promotion. Explain the reason for such behaviour, with reference to Equity theory
- b) What are the problems of staffing in a multinational corporation?

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