

POST GRADUATE DIPLOMA IN FIRE SAFETY
AND DISASTER MANAGEMENT
(PGDFSTYDM)

Term-End Examination

December, 2013

MSE-012 : MANAGERIAL SKILLS

Time : 3 hours

Maximum Marks : 100

Note : Attempt questions from each section.

SECTION - A

Attempt **all** questions.

All questions carry **equal** marks (2 each).

State whether the given statements are correct or wrong by selecting yes or no.

1. Promotion should always be time bound 2
(a) Yes (b) No
2. Organisations must promote informal mode of communication for better understanding. 2
(a) Yes (b) No
3. Good performances must be rewarded. 2
(a) Yes (b) No
4. Organisations must treat their employees as an asset to company. 2
(a) Yes (b) No

5. For proper results organisations must promote organisational politics. 2
(a) Yes (b) No
6. Salaries given to employees are to motivate them. 2
(a) Yes (b) No
7. Job rotation is required to keep employees motivated. 2
(a) Yes (b) No
8. Employees can be motivated even if their moral is low 2
(a) Yes (b) No
9. Reputation of organisation can be a motivating factor. 2
(a) Yes (b) No
10. Subordinates must be recognised by their superiors for their good efforts. 2
(a) Yes (b) No

SECTION - B

Attempt **any four** questions.

All questions carry **equal** marks (10 each).

11. Define communication and explain why written communication is considered to be an evidence. 10
12. Differentiate between formal and informal communication. 10
13. Draw a flow chart for planning process. 10
14. Define motivation. Can motivation be negative. 10

15. Write five reasons for organisational Politics. 10
16. Define training and write 5 importance of training. 10
17. Write five factors which may influence your moral at work place. 10
18. How personal life influence your results at work place. 10

SECTION - C

Attempt **any 2** questions.

All questions carry **equal** marks (20 each).

19. Define process of training for 25 security officers whom you hired through campus interview. 20
20. Propose a deployment plan for a unit of 250 guards assuming that unit is located at a remote area and is of highly prestigious client. 20
21. What do you understand by conflicts ? Write 5 reasons for conflict. Also suggest ways to resolve conflicts. 20
22. Prepare a recruitment plan for a branch consisting of Branch head. Manager Operations, Sales Executive and Area Inspectors. 20