

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

**Term-End Examination
December, 2012**

MSE-012 : MANAGERIAL SKILLS

Time : 3 hours

Maximum Marks : 100

Note : Attempt questions from each section.

SECTION-I

- Attempt *all* questions.
- All questions carry *equal* marks (2 each). **2x10=20**

1. The rewards and discipline are clearly linked to performance and defined behavioural objectives. **2**
Yes/No
2. Theft/Robbery security staff should get involved with gangs indulging in thefts/Robberies. **2**
Yes/No
3. A security personnel should be honest and must not accept bribes. **2**
Yes/No
4. Is it necessary to understand your company's business strategies ? **2**
Yes/No

5. Do you feel that combine and rotate job assignments help people to learn and use a variety of skills ? 2
Yes/No
6. Is security personnel have a code of ethics having the hallmark of integrity ? 2
Yes/No
7. Is there any connection between your work, training and company's objectives ? 2
Yes/No
8. Is morals and ethics are often used interchangeably ? 2
Yes/No
9. When you see your subordinates good work, is it necessary to praise immediately ? 2
Yes/No
10. Is security staff assist police in crowd control ? 2
Yes/No

SECTION-II

Attempt *any six* questions. All questions carry *equal* marks.

5x6=30

11. How long should your training be and why ? 5
12. Salary is not a motivating factor. Comment. 5
13. Write short note on "Rewarding an employee". 5
14. In training programme how you evaluate the job delegation to your subordinate ? 5
15. How will you process disciplinary action ? 5
16. Is code of ethics helps guide security personnel in decision making ? Explain. 5
17. "Higher Morale means half victory". Comment. 5
18. What more should be added to the existing training programme ? 5

SECTION-III

Attempt *any two* questions. All questions carry *equal* marks. 25x2=50

19. Present a plan for training of newly recruited civilian guard and on going training of existing civilian guard. 25

 20. How you would supervise and motivate a 19 year old fireman ? A 55 year old Fireman ? 25

 21. Describe the code of ethics for security personnel. 25

 22. What are the practical aspects of code of ethics ? 25
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