

**MASTER OF ARTS (PUBLIC POLICY)**

**Term-End Examination**

00773

**December, 2014**

**MPP-004 : HUMAN RESOURCE MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 70*

**Note :** Answer *seven* questions in all. Question no. 1 is *compulsory*. All questions carry equal marks.

1. Explain the concept of Total Quality Management and its advantages. Is this concept applicable to government offices ? Discuss with examples. 10
2. "Different aspects of manpower planning need to be taken care of to ensure a productive and motivated workforce." Discuss. 10
3. "Effective communication is essential for ensuring attainment of organizational goals." Elaborate. 10
4. Explain the concept of Job Analysis and discuss its advantages and disadvantages as applicable to a government organization. 10
5. What, in your opinion, are the skills required by a leader to ensure effective coordination of different departments working in her/his jurisdiction but not directly reporting to her/him. 10

6. Explain the concept of learning and development.  
How is it affected by the nature of the learner ? 10
  7. Team building is essential for effective  
functioning of an organisation. Discuss with  
illustrations from any government organisation. 10
  8. Stress is inevitable for a civil servant today.  
Discuss some strategies to manage stress. 10
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