

00511

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

Term-End Examination

June, 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).*

Being an employee do you feel that following things are in order :

1. When faced with a performance problem, is it necessary to take care to establish whether it is lack of resource, lack of motivation or lack of skills. Yes/No
2. The rewards and discipline are clearly linked to performance and defined behavioural objectives. Yes/No
3. Structured work schedule always remains interesting and challenging and allows for appropriate autonomy. Yes/No

4. Is it necessary to understand your company's business strategies. Yes/No
5. Is there any connection between your work, training and company's objectives. Yes/No
6. Future of company depends on motivation of employees. Yes/No
7. To be fair, company's effort to reward everyone when recognising good performance is right. Yes/No
8. Do you feel that tools, resources and training to achieve the results should be provided by the company. Yes/No
9. Do you feel that combine and rotate job assignments help people to learn and use a variety of skills. Yes/No
10. When you see your subordinates good work, is it necessary to praise immediately ? Yes/No

SECTION-II

- *Attempt any six questions .*
- *All questions carry equal marks (5 each).*

You have been trained for a security, safety and Fire Management Company. Write short notes on following questions :

11. How long should your training be and why ?
12. What more should be added to the existing training programme ?
13. How will you identify training needs of your subordinates ?
14. Is informal communication necessary ? Why ?
15. How will you process disciplinary action ?
16. Write short note on Rewarding an employee.
17. "Higher morale means half victory". Comment.
18. "Salary is not a motivating factor". Comment.

SECTION-III

- *Attempt any two questions .*
- *All questions carry equal marks (25 each).*

19. How would small and big Security and Fire Companies act differently for each of the following :
- (a) Diversity
 - (b) Recruitment
 - (c) Selection
 - (d) Training
 - (e) Compensation
 - (f) Supervision
20. Present a plan for training of newly recruited Firemen and ongoing training of existing Firemen without making it severe punitive.
21. How you would supervise and motivate a 19 year old Fireman ? A 55 year old Fireman ?
22. Present a 5 step plan for a Fire Company to reassure the client that it is a safe to hire your company for Fire and Safety Management.