

00930

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

**Term-End Examination
June, 2013**

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.* **10x2=20**

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? 2
Yes/No
2. Structured work schedule always remains interesting and challenging and allows for appropriate autonomy. 2
Yes/No
3. Borrowing from customers is an ethical practice. 2
Yes/No

4. An incident must be reported in chain accurately and truthfully. 2
Yes/No
5. Future of company depends on motivation of employees. 2
Yes/No
6. Do you feel that combine and rotate job assignments help people to learn and use a variety of skills. 2
Yes/No
7. Do you feel that tools, resources and training to achieve the results should be provided by the company. 2
Yes/No
8. Crowd control security staff must not assist police in crowd control. 2
Yes/No
9. Is it necessary to understand your company's business strategies. 2
Yes/No
10. A security personnel is a representative of law enforcement agency. 2
Yes/No

SECTION-II

- Attempt *any six* questions.
- All questions carry *equal* marks. 6x5=30

11. How will you identify training needs of your subordinate ? 5
12. How will you process disciplinary action ? 5
13. "Salary is not a motivating factor". Comment. 5
14. What more should be added to the existing training programme ? 5
15. What are the important aspects to be shared with security staff during terrorism attack ? 5
16. Write short note on Rewarding an employee. 5
17. During training programme is moral support is required. Why ? 5
18. Describe the leadership quality. 5

SECTION-III

- Attempt *any two* questions.
- All questions carry *equal* marks. 2x25=50

19. Describe the practical aspects of code of ethics. 25
20. How would small and big security and fire companies act differently for each of the following : 25
- (a) Diversity
 - (b) Recruitment
 - (c) Selection
 - (d) Training
 - (e) Compensation
 - (f) Suspension
21. 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. 25
22. How would you supervise and motivate a 19 year old fireman and a 55 year old fireman ? 25
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