

00863

**ADVANCED DIPLOMA IN AIR CARGO
MANAGEMENT
(ADACM)**

**Term-End Examination
December, 2011**

**MAV-031 : PRINCIPLES OF MANAGEMENT AND
HUMAN RESOURCES MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

Note : There are two sections A and B. Both are compulsory.

SECTION - A

Answer any five questions. All questions carry equal marks. **5x5=25**

1. 'Making a choice is making a decision.' Explain.
2. What do you mean by "Management Information System" ?
3. Write short notes on *any two* of the following :
 - (a) Barriers to effective Communication
 - (b) Determinants of inter - personal behaviour
 - (c) "Hawthorne effect" on leadership
 - (d) Major factors influencing Human Resource Management

4. Write short notes on *any two* of the following :
- (a) Characteristics of Personal Management
 - (b) Needs and benefits of training
 - (c) Channels of Communication
 - (d) Major activities of Man Power Planning
5. " Are leaders scarce" ? Justify your view.
6. What are the various levels of management and their objectives in an organisation ?
7. What do you mean by leadership ? What are the functions of leadership ?

SECTION - B

Answer any three questions. All questions carry equal marks.

3x25=75

1. Discuss various issues that a manager may encounter in managing people.
2. Elucidate in your own words the "Universal Inner Structure" of effective leaders.
3. What do you mean by Performance appraisal ? Explain various methods of appraisal adopted in an organisation.
4. Write an essay on Industrial Democracy and workers ' participation with particular reference to India.
5. Elaborate the terms "mission," "objectives", "goals" and " strategy." Also explain various process of strategy formulation.
6. A successful manager should possess various skills. Discuss.