

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

Term-End Examination

December, 2011

MSE-012 : MANAGERIAL SKILLS

Time : 3 hours

Maximum Marks : 100

Note : Attempt questions from each section.

SECTION - I

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

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

1. Should there be orderly promotional programme within organisation ? **Yes/No** 2
2. Should channels of communication be clear and open ? **Yes/No** 2
3. Should performance be rewarded ? **Yes/No** 2
4. Do you feel that properly trained people can supervise their team ? **Yes/No** 2

5. What are causes of mass desertion in security company : (mark *any one*) 2
- (a) Low Payment
 - (b) Demand of Trained Staff
 - (c) Threat to life
 - (d) Working in adverse situation
6. Is flexibility required to adopt to changes in clients ? 2
Yes/No
7. Should there be a system to replace personnel in an orderly manner ? 2
Yes/No
8. Should the organisation's plan well defined and integrated ? 2
Yes/No
9. Do you feel that subordinates should be well motivated ? 2
Yes/No
10. Challenging roles are motivating factors for employees. 2
Yes/No

SECTION - II

- Attempt *any 6* questions.
- All questions carry *equal marks (5 each)*

11. Do you like the kind of work you do ? Write six modes of communications. 5
12. How does the amount of work expected from you influence your overall job attitude ? 5
13. How does physical working conditions influence your over all job attitude ? 5
14. How does the way you are treated by supervisors influence your overall job attitude ? 5
15. Are you proud to say that you work for a security company ? Write in details. 5
16. How should the effectiveness of training be measured ? 5
17. Higher the moral, better will be the results. Comment. 5
18. If you fail to plan, you are planning to fail. Comment. 5

SECTION - III

- Attempt *any 2* questions.
- All questions carry *equal* marks (25 each).

Write *any 2* questions of following.

19. Describe the greatest similarities and differences in Organisation structures of small, unorganised and Reputed diversified security organisation ? 25
20. How would you supervise and motivate a 19 year old Fireman ? A 55 year old Fireman ? 25
21. Present a plan for training of newly recruited Firemen and ongoing training of existing Firemen without making it seem punitive. 25
22. Present a (5) five step plan for a Fire company to reassure the clients that it is safe to hire your company for Fire and Safety Management. 25
