

00763

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

**Term-End Examination
June, 2011**

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

Time : 3 hours

Maximum Marks : 100

Note : Answer any five questions from Section-A and any three questions from Section-B.

SECTION - A

Write short notes on any five. All questions carry equal marks : (5x5=25)

1. Explain the concept of performance appraisal and its uses. 5
2. Explain the concept of competency mapping. 5
3. What are the objectives of Human Resource Management ? 5

4. What is meant by 'Strategy' ? What are the different levels of strategy in an organisation ? 5
5. Explain briefly the steps that are necessary for developing a better Human Resource Information System. 5
6. What are the different leadership styles ? Discuss. 5
7. Explain : 5
 - (a) Group dynamics
 - (b) Management grid
 - (c) Training and Development
 - (d) Maslow's Hierarchy of needs
 - (e) Industrial Relations.

SECTION - B

Answer *any three* questions. All questions carry equal marks. (3x25=75)

8. Discuss the need and importance of Training. 25
What are the various methods of training practised in the organisation you are familiar with ? Discuss.
9. What is an 'Industrial Dispute' ? Discuss the 25
different mechanisms used for settlement of Industrial disputes.
10. What are the functions of Management ? Explain 25
each of them with the help of examples.
11. What do you mean by organisational structure ? 25
What are the factors influencing the choice of organisational structure ?
12. What is *the meaning of* communication ? Explain 25
the importance of effective communication in an organisation. What are the guidelines for *effective* communication ?