

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

**Term-End Examination  
December, 2010**

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

*Time : 3 hours*

*Maximum Marks : 100*

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**Note :**     *Section A answer any five questions.  
              Section B answer any three questions.*

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**SECTION - A**

*Write short notes on any five. All questions carry  
equal marks :*

1.    What are the various skills of a manager ?     5  
      Discuss ?
  
2.    What is Management Information System     5  
      (MIS) ? How does MIS help managers in decision  
      making ?

3. What are the elements and benefits of strategic management ? 5
4. Explain the steps involved in performance appraisal. 5
5. Discuss the need and importance of training. 5
6. What is an Industrial Dispute ? 5
7. *Write short notes on :* 5x1=5
  - (a) Levels of strategy.
  - (b) Bench Marking.
  - (c) Recruitment and selection.
  - (d) Self - concept.
  - (e) Indiscipline.

## SECTION - B

*Answer any three questions. All questions carry equal marks :*

8. What are the objectives of Human Resource Management ? Discuss. Explain the role of a Human Resource Manager. 25
9. What are the barriers to communication ? Discuss. Explain the difference between Formal and Informal communication channels with suitable examples. 25
10. What are the important factors for determining wage structure of an organisation ? Discuss. 25
11. What is interpersonal relationship ? Discuss the different methods to develop effective interpersonal relationship in an organisation. 25
12. Explain the concept of competency mapping. What are the methods used for competency mapping ? 25