

# 17684

**11920**

**3 Hours / 100 Marks**

Seat No.

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- Instructions* – (1) All Questions are *Compulsory*.  
(2) Answer each next main Question on a new page.  
(3) Figures to the right indicate full marks.  
(4) Use of Non-programmable Electronic Pocket Calculator is permissible.  
(5) Mobile Phone, Pager and any other Electronic Communication devices are not permissible in Examination Hall.  
(6) Use of Steam tables, logarithmic, Mollier's chart is permitted.

**Marks**

- 1. Attempt any FIVE of the following:** **20**
- a) Describe a technique of JOB design.
  - b) Distinguish between : Training and Development.
  - c) Describe scope and importance of management.
  - d) Describe principles of organisation.
  - e) Describe the importance of HRM.
  - f) Explain purpose of performance appraisal.
  - g) Describe the directing techniques.
- 2. Attempt any TWO of the following :** **16**
- a) What is staffing? Describe the process of staffing.
  - b) Explain the concept of “Management by objectives”.
  - c) Explain various activities of Human Resources Management.

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- 3. Attempt any TWO of the following :** **16**
- a) Describe the steps in control process.
  - b) Define recruitment. Explain sources of recruitment.
  - c) Explain the principles and process of JOB - Analysis.
- 4. Attempt any TWO of the following :** **16**
- a) Name methods of motivation for Human Resources. Explain any two.
  - b) Explain the role and responsibilities of a manager.
  - c) Describe the steps in training.
- 5. Attempt any TWO of the following :** **16**
- a) Define planning. Explain the importance and objectives of planning.
  - b) Describe selection process.
  - c) Describe the importance of motivation and leadership.
- 6. Attempt any FOUR of the following:** **16**
- a) Explain delegation of authorities.
  - b) Explain importance of demand forecasting. How is it done?
  - c) Describe Abraham Maslow's need theory of motivation.
  - d) Explain characteristics of "informal organisation".
  - e) State the requirements of the planning.
  - f) Explain purpose of performance Appraisal.
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