

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600 086

(Effective from the academic year 2020 – 2021)

**DEPARTMENT OF SOCIAL WORK
HUMAN RESOURCE MANAGEMENT**

**END SEMESTER EXAMINATION
APRIL 2021**

CODE: 20HR/PC/OM24

COURSE: Core

PAPER: Organisational Management

Max Marks -50

Time –1 ½ Hours

SECTION A

ANSWER ALL. ANSWER SHOULD NOT EXCEED 50 WORDS

(5X2=10 marks)

- 1) Define Management.
- 2) Mention the laws relating to NGO's.
- 3) Define conflicts and its types.
- 4) Draw the CPM network diagram for the following

ACTIVITY	PRECEDENCE	DURATION
A	-	2
B	-	5
C	-	4
D	B	5
E	A	7
F	A	3
G	B	3
H	C,D	6
I	C,D	2
J	E	5
K	F,G,H	4
L	F,G,H	3
M	I	12
N	J,K	8

- 5) Mention the Phases of OD.

SECTION B

ANSWER ANY TWO. ANSWER SHOULD NOT EXCEED 600 WORDS

(2X10=20 marks)

- 6) What is Planning? Write its Principle.
- 7) Give the Objectives of OD and write any 3 OD interventions.
- 8) Write about F.W Talyor's Contribution.

SECTION C

ANSWER ANY ONE. ANSWER SHOULD NOT EXCEED 1200 WORDS

(1X20=20marks)

9)

ACTIVITY	PRECEDENCE	OPTIMISTIC	PESSIMISTIC	MOST LIKELY
A	-	5	6	7
B	-	1	3	5
C	-	1	4	7
D	A	1	2	3
E	B	1	2	9
F	C	1	5	9
G	C	2	2	8
H	E,F	4	4	10
I	D	2	5	8
J	H,G	2	2	8

- a) Construct the PERT Network Diagram.
- b) Calculate the expected duration and Variance.
- c) Find the critical path and Project completion time.
- d) Find the probability of completing the project on / before 22 weeks.

10) Rahul, the general manager, in a large pharmaceutical company, is a profound proponent of Management By Objectives' (MBO). He has always viewed himself a very democratic manager, with a strong belief in employee participation. He does this by involving employees in decision making and goal setting, etc. Though he leaves them alone to achieve their goals but is ever-willing to help them, if needed. He has been very successful in his endeavours in this respect. Recently he hired Punnet, a young MBA from a top Business School of India. Punnet Was good at academics as well as at extracurricular activities. After orientation programme, Punnet was posted in the Production Department. Rahul motivated Punnet to work independently, maintaining his faith in the philosophy of participative management. He discussed the project assigned to him, set a production target to be achieved within a stipulated time. Punnet, however, failed to complete the project in time. Revised the target, after consultation with Punnet, was set.

Unfortunately ,results were not encouraging. Rahul confronted Puneet and chided him for his non-performance. He was warned to perform or face termination. Puneet was stunned for a while but finally gathered courage and said, “ Sir, though I like you, I feel diffident working with you. I sometimes do not know what to do next. It takes me longer. If I could benefit from your experience by having you tell me each day what steps to take next, I am sure things would work well.” He further told Rahul that in his previous job also, his superiors used to help him like that. On hearing this, Rahul became speechless and wondered what to do with Puneet.

Questions

- a) What would you suggest to improve Puneet’s work performance?
- b) Do you think Rahul’s decision to confront Puneet to express his displeasure at his dismal performance was the right way to handle the situation?
- c) Do you think Rahul should abandon his belief in MBO?
- d) Do you think Rahul and Puneet can still work together or should Puneet’s service be terminated?