

Code : 9FHS201

MCA II Semester Regular Examinations, August 2010
ORGANIZATION STRUCTURE AND PERSONNEL MANAGEMENT

Time: 3 hours

Max Marks: 60

Answer any FIVE questions
All questions carry equal marks

1. (a) What is the concept of efficiency and effectiveness in management?
(b) Is management art or science? Explain the exact nature of management.
2. (a) What are the essential features of good organization structure?
(b) Where do you prefer flat type of organization structure? Why?
3. What is the role of operations research in management decision making? Explain with examples.
4. (a) What is the role of chief of HR department in corporate planning?
(b) How does HR function become crucial in IT companies?
5. (a) Bring out clearly the differences between recruitment and selection.
(b) What are the interview techniques do you suggest for selecting IT professionals at middle level in an organization?
6. (a) What is the role of training manager in development of human resources in an organization?
(b) Explain the various on-the-job training methods.
7. (a) What is the importance of Johari window in analysis of personality?
(b) What is a team? How does it differ from group?
8. Write short notes on any three:
 - (a) Six sigma and its applications
 - (b) Importance of TQM for organization
 - (c) The relevance of BPO to big organizations
 - (d) What is bench mark?
