

**ADVANCED CERTIFICATE IN POWER
DISTRIBUTION MANAGEMENT**

Term-End Examination

December, 2008

**BEE-003 : MANAGEMENT OF POWER
DISTRIBUTION**

Time : 3 hours

Maximum Marks : 100

SECTION A

1. Choose correct answers.

10×1=10

- (i) An open system does not interact with its surrounding environment. True/False
- (ii) Measuring customer satisfaction is not a very important exercise when competition is tough. True/False
- (iii) For better customer services, it is important to involve customers in the processes. True/False
- (iv) Our values are determined by individual beliefs. True/False
- (v) Business ethics should be an integral part of corporate governance. True/False

- (vi) People resist change in an organization due to which of the following factors :
- (a) Lethargy
 - (b) Discomfort
 - (c) Low motivation
 - (d) All the above
- (vii) Aggressive employees cause more conflicts in an organization. True/False
- (viii) Distortions in communications are one of the barriers. True/False
- (ix) Budget control is the responsibility of the finance manager only, not the line-managers. True/False
- (x) Written communications are more authentic than oral communications. True/False

SECTION B

Answer any **ten** questions.

10×3=30

2. Define closed management system.
3. What are organizational barriers in communication ?
4. What problems are encountered in vertical communication ?
5. Why is money not always a motivating factor in an organization ?
6. Why do people resist change in any organization ?
7. What is ROI ?
8. What are the four ways of communication in an organization ?
9. What are the external noises in communication systems ?
10. Why is it important for line managers to be careful about non-verbal communication ?

- 11.** Why is it important to go for written communication in an organization ?
- 12.** Why is it important to implement the concept of change management in an organization these days ?
- 13.** What is a turn-key contract ?
- 14.** Why is it important to close a project ?

SECTION C

Answer any **ten** questions from this section.

10×6=60

15. What do you understand by KRA ? Explain.
16. Why is change management an important issue in power distribution these days in developing nations ? Discuss.
17. Discuss the important factors for motivating employees in an organization.
18. Discuss the reliable methods of communication.
19. Define and explain Trial Balance.
20. Explain the four phases of a project.
21. What is the difference between Trial Balance and Balance Sheet ?
22. Discuss the importance of ethical behaviour of employees in an organization.
23. Explain why customer satisfaction survey is important and how it is conducted.

- 24.** What is DPR ? Discuss its importance and the factors involved in DPR preparation.
- 25.** Explain the various methods of resolving conflicts in an organization.