



INDIAN INSTITUTE OF MATERIALS MANAGEMENT

Post Graduate Diploma in Materials Management

Graduate Diploma in Materials Management

PAPER No. 1

June 2011

MANAGEMENT PRINCIPLES AND HUMAN RESOURCES PRACTICES

Date : 11.06.2011

Max. Marks :100

Time : 2.00 p.m to 5.00 pm

Duration : 3 Hrs.

Instructions :

1. From Part A – answer all questions (compulsory). Each sub questions carries 1 mark. **Total : 32 Marks**
2. From Part B – Answer any 3 questions out of 5 questions. Each sub-question carries 16 marks.
Total : 48 Marks
3. Part C is a case study (compulsory) with questions. Read the case study carefully and answer the questions (4 questions of 5 marks each) **Total: 20 Marks**
4. Please read the instructions given in the answer sheet

PART A

Q 1 State True or False (Write True or False only against Sr. No)

- a. Formal Organisations are based on personal attitudes, emotions.
- b. Forecasting is at the core of the Planning Process and is a serious matter.
- c. Planning is the process of vesting decision making power to lower levels.
- d. Workman means any person employed in an industry to do any skilled, technical, operational or clerical work.
- e. Principle of Specialisation is applied while forming department.
- f. Management is a role, an organized set of behaviour.
- g. Conceptual Skills are required maximum at the lower level and lesser at the higher level.
- h. Payment of Bonus Act 1965 is not applicable to non-profit organization.

Q 2. Fill in the blanks.

- a. Under -----Interview a candidate is put under tension intensionally.
- b. ----- Means cessation of work by a body of persons employed in any industry acting in combination or a concerted or refusal under a common understanding.
- c. ----- Means any systematic activity carried on by co-operation between an employer and his workmen, for production or distribution of goods or services.

- d. Heraclitus said “ There is nothing permanent except -----
- e. ----- is the act of increasing the knowledge and skills of an employee for doing a particular job.
- f. The aim of ----- is to encourage employee to set up his own objectives to improve his performance.
- g. ----- can be written, oral ,non-verbal and sign
- h. The first step in building an organization structure is Division of -----.

Q 3. Match the following:

A	B
1. H R D	a. Recruitment
2. Needs	b. 1948
3. Theory X & Theory Y	c. 1965
4. Managerial Grid	d. Maslow
5. Minimum Wages Act	e) Develop competencies
6. Nationalisation of Insurance	f. Canteen
7. Factories Act	g. Robert Blake
8. Advertisement	h. Mc Gregor

Q 4. Give full form.

- a) ILO b) MBO c) IFPSM d) SEZ e) KRA f) ISO g) BIS h) UNO

PART B

Answer any three.

Q . 5. a) What are various roles played by Manager ?

b) Discuss various steps in MBO process.

Q. 6 a). Explain Maslow's Theory of Hierarchy of Needs.

b) Discuss Managerial Grid Model of Leadership.

Q 7. a) What are various Controlling Techniques ?

b) What are objectives of HRM ?.

Q. 8. a) How you will plan for collective bargaining ?.

b) Discuss functions of Trade Union.

Q.9. Write Short Notes any four.

- a. Employee Counseling.
- b. Training Methods
- c. Communication
- d. Selection Process
- e. Employee Participation
- f. Delegation
- g. Job Enrichment.
- h. Industrial Safety and Environment Pollution Act.

PART C

Q. 10. Case Study

After completing MBA, Sunil decided to join his father Shiva who was running a chain of apparel stores. It was started 50 years before. His father was an astute businessman having good knowledge and skills, he turned the business from a single store to a fairly large and profitable chain of 30 stores.

Sunil was a brilliant and was taking keen interest in work. All the Stores Managers were meeting fortnightly at HO. His major work was communication and motivation. Although Managers listened carefully to suggestions in meeting their subsequent actions made Sunil wonder if they had heeded his advice. He increasingly heard reports that many employees did not know the company's goals. He strongly felt that many of them were just doing their jobs without showing any imagination or drive. Additionally he was concerned that some of his best managers and people had quit and taken positions with his competitors. Shiva told his son that his major concerns were communication and motivation.

Q. 1. If you were Sunil what would you say to Shiva ?

Q. 2. How would you go about analyzing the communication problem and what difficulties do you see from the case ?

Q. 3. Suggest ways that the motivation and communication theories studied by you Can be applied?

Q 4. Is there any other information required by Sunil to proceed in implementation of his plans ?
