



**INDIAN INSTITUTE OF MATERIALS MANAGEMENT**  
**Post Graduate Diploma in Materials Management**  
**Graduate Diploma in Materials Management**  
**PAPER No. 1**

**Dec 2011**

**MANAGEMENT PRINCIPLES AND HUMAN RESOURCES PRACTICES**

**Date : 10.12.2011**  
**Time : 2.00 p.m to 5.00 pm**

**Max. Marks :100**  
**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 **Total: 20 Marks**
4. Please read the instructions given in the answer sheet

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**PART A**

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

- a) Management is result oriented and Administration is activity oriented.
- b) More technical skills are required at Top Level Management.
- c) Most of the Management concepts evolved from Military, Roman catholic Church, Hindu Vedas, Purans.
- d) Robert Owen is called Father of Modern Personnel Management.
- e) Proceduralised decisions are non-programmable.
- f) Budget is single use plan.
- g) Young Person means one who is either a child or an adolescent.
- h) Salaries and wages means the same.

**Q 2. Fill in the blanks.**

- a) -----is initiating organized action, telling, staff what to do, how and when and seeing it is done.
- b) Motivation is the means of implementing or exercising the managerial function of -----
- c) ----- postulated that human needs could be arranged in hierarchy.
- d) -----means increasing an employees responsibility and control over his or her work.
- e) There are ----- types of listening/listeners.
- f) ----- involves recruitment , selection, training, appraisal.
- g) -----is spontaneous and concerted withdrawal of labour from production temporarily.
- h) ----- is the weapon available to the employer to closed down factory till the workers resume work..

**Q 3. Match the following:**

A	B
1. Decentralisation	a. Vesting decision making power
2. Workers dislike and avoid work	b. Peter Drucker
3. Delegation	c. Leadership style
4. MBO	d. Based on 14 principles
5. Hygiene Factors	e. Do
6. Free rein	f. Dispersing authority in company
7. Classical Theory	g. Herzberg
8. Line Function	h. Mc Gregor

**Q 4. Give full form.**

- a) FTZ    b) MNC    c) EU    d) SEEPZ    e) WTO  
f) CSR    g) BIS    h) NAFTA

**PART B.**

**Answer any three.**

- Q . 5. a) Explain the concept of Corporate Social Responsibility.  
b) What are various skills required at different levels of management?
- Q. 6 a)What are various training methods ?.  
b) Design a Performance Appraisal Programme for Purchase Dept.
- Q 7. a) What are different types of control ?  
b) What are various Leadership Styles ?
- Q. 8. a) Discuss important provisions of Factories Act 1948.  
b) What is the machinery for settling industrial disputes.

Q.9. Write Short Notes any four.

- a) Globalisation.
- b) Active Listening
- c) Delegation
- d) MBO
- e) Managerial Grid
- f) Delegation
- g) Job Enrichment.
- h) 360 Degree Appraisal

## **PART C**

### **Q. 10. Case Study**

Progressive Chemical Industries Ltd, is engaged in manufacturing and export of speciality chemicals, having turnover of Rs 300 crores. The Company is growing and having good export orders. The CEO is in mood to expand the business and aiming to reach turnover of Rs 1000 crores in next 5 years.

The CEO is worried about the increase in input costs and workers demands. Union has threatened to go on strike indefinitely. Union has demanded 50% increase in salary and other benefits. But is not agreeing to link it to productivity. It has also raised issues like unsafe, hazardous working conditions, leakage of poisons gases affecting the health of workers.

The consultant has advised the CEO to be strict and take strict action against the erring employees and be ready to declare lock out if situation warrants.

Q. 1. What are the various laws which could be applicable in the above problems?

Q. 2. Do you feel management policies/practices are right ?

Q. 3. As a H R Head how would be convince the Union and workers?

Q 4. Prepare a draft agreement for the above situation which could be acceptable for Management and Union.