



**INDIAN INSTITUTE OF MATERIALS MANAGEMENT**

**Graduate Diploma in Public Procurement  
PAPER No. 7**

**June 2014**

**MANAGEMENT PRINCIPLES AND HUMAN RESOURCES PRACTICES**

**Date :14.06.2014**  
**Time : 2.00 to 5.00 p.m**

**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 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 Please state whether the following statements are “True” or “False”. (1 Mark each)**

**[Total : 8 Marks]**

1. Manager is not a person but a role.
2. Referent power comes from people.
3. Line functions have direct responsibility.
4. Informal organizations are pre-planned.
5. In organizations with wide span of control, supervisors are forced to delegate
6. Mc Gorgor developed Theory X, Theory Y .
7. Workman means any person employed to do skilled, unskilled or clerical work.
8. Bonus Act 1965 is applicable to RBI, Non-Profit Organisations.

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

**Total Marks 8**

1. \_\_\_\_\_ Skills are required maximum at Top Level
2. \_\_\_\_\_ means Corporations have obligation to consider interests of Customers, employees, shareholders, communities and environment.
3. \_\_\_\_\_ made the market world wide.
4. \_\_\_\_\_ is a comprehensive device for effective Planning, Directing, Controlling and Performance Appraisal all in one.
5. \_\_\_\_\_ is the process of vesting decision making power to lower levels of the company..
6. \_\_\_\_\_ Power comes from Position.

7. \_\_\_\_\_ means temporary closing of a place of employment or suspension of work by employer.
8. \_\_\_\_\_ is a spontaneous and concerted withdrawal of labour from production temporarily by employees.

**Q 3. Match the following and rewrite**

**Total Marks 8**

| A                     | B                         |
|-----------------------|---------------------------|
| Feedforward Control   | Selection of alternatives |
| Semantic              | Behavioral Theory         |
| Decision making       | Grapevine                 |
| Hawthorn              | Goal oriented             |
| Informal Organisation | Factories Act 1948        |
| Health Provisions     | Transfer                  |
| Promotion/Demotion    | Jargon                    |
| Task culture          | Futuristic                |

**Q 4. Expand the following**

**Total Marks 8**

- a) VRS      b) WPM      c) NGO      d) SWOT
- e) MNC      f) SBU      g) FTZ      h) KRA

**PART B**

**Answer any 3 out of 5. (each question carries 16 marks)**

**Total Marks 48**

Q 5.a) What are different steps in Decision Making ?

b) What are limitations its limitations ?

Q 6. a) Explain Maslow's Theory of Motivation

b) How you will motivate your Boss ?

Q 7. a) What are various Roles of Manager ?

b) Is Management Science or Art ?

- Q 8. a) Explain the concept of CSR.  
b) Explain important provisions of Factories Act 1948.

Q. 9 Write short notes any FOUR.

- a) 360 Degree Appraisal
- b) Job Analysis
- c) Active Listening
- d) Workers Participation in Management
- e) Induction and training

**Q. 10**

**PART C** (Compulsory)

**Total Marks 20**

Mr Sudhanshu, Sales Head of Max Corp has inducted young sales men with MBAs It has paid of well as sales of all regions is steadily increasing. The new Sales guys are happy as they are getting good commission. However a few old sales staff who have been working with the Company for 25 years are not keeping pace and lagging behind. Their age is around 55 years. They have been loyal with company. It is creating a rift amongst the sales as new vs old.

Mr Sudhanshu is in a dilemma how to resolve this. He is well aware of the contributions done by his old loyals. He would like to motivate them but don't know how these people on the verge of retirement will respond.

Q 1. Should Mr Sudhanshu use Theory X to the old salesmen ?

What will be its impact on the employees ?

Q. 2. Should Mr Sudhanshu offer a VRS to the old salesmen ?

What retirement benefits you will suggest ?

Q. 3. As an HR Expert design a Motivation Plan for Sales Staff.

Q 4. What non-financial incentives you will suggest for all the employees ?

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