



INDIAN INSTITUTE OF MATERIALS MANAGEMENT

June 2015

Post Graduate Diploma in Materials Management

Graduate Diploma in Materials Management

PAPER No. 1 (New)

MANAGEMENT PRINCIPLES AND HUMAN RESOURCES PRACTICES

Date :13.06.2015

Max. Marks :100

Time : 2.00 to 5.00 p.m

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

PART A

Total 32 marks

(Each sub question carries 1 mark)

Q 1 Please state whether the following statements are” True “or “False”

- a. A Job interview usually precedes the hiring decision; and is used to evaluate the candidate.
- b. ROI (Return on investment) attempts to measure the profitability of an investment.
- c. Innovation is finding a better and superior way to do something.
- d. Campus Recruitment is a direct Method of Recruitment.
- e. Advertisement is an indirect Method of Recruitment.
- f. An Interpersonally competent Manager is not able to engage in any mutually helped relationship.
- g. 7. There are three interpersonal needs according to schutz
- h. Cross cultural abilities Enable the person to operate in a new environment.

Q 2 Fill in the blanks

- a. _____ Functions have a direct responsibility for achieving the objectives of the Enterprise.
- b. MBO was propagated by Guru _____
- c. _____ is recognized as the Father of Scientific Management Theory.
- d. The expectancy theory of Motivation was put Forward by _____
- e. _____ Ratios indicate the number of leads/contacts to generate a given number of Hires at a point at time.
- f. _____ is the process of picking individuals who have relevant qualifications to fill Jobs in an organization.
- g. _____ is the counterpart of strike.
- h. _____ is a planned introduction of Employees to their Jobs ,their Co-workers and the Organization per se.

Q3. Expand the Following

- 1) NAFTA 2) FTZ 3) MBO 4) RDM 5) LQI 6) SMT 7) JMC 8)HRM

Q4. Match the Following and rewrite

A	B
1 Mc Gregor	A Theory X and Theory
2 Herzberg	B ERG Theory
3 Alderfer	C Hygiene Factors and Motivators
4 The workmen's Compensation Act	D 1947
5 Industrial Dispute Act	E 1923
6 Employer's Liability Act	F 1974
7 Prevention of Pollution Control	G 1938
8 Minimum Wages Act	H 1948

PART B

Answer any 3 questions

(3 x16 = 48 Marks)

Q5. A) Mention Henry Fayol's 14 principles of Management?

B) What is planning? what are the Essentials of a Good Plan?

Q6. A) Define Span of Control? What are the Factors Affecting Span of Control?

B) Write a note on Factory Act?

Q7. A) What are the different types of Control? Explain

B) Explain Maslow's Theory of Hierarchy needs?

Q8. A) Distinguish between Leadership and Managerial Leadership?

B) Discuss Various Elements of Communications.

Q9. Write short notes on any FOUR(04) of the following.

A) Concept of Excellence

B) Types of Interview

C) Methods of Recruitment

- D) Employee Counseling
- E) Principles of Trade of Union
- F) Organisational Culture

PART C - compulsory

Q 10 Case Study

20 marks

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(thousand) crores in next 5 (five) yrs.

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 poisonous 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 lockout if situation warrants.

Questions:

- 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 HR Head how would you convince the Union and workers?
- Q.4. Prepare a draft agreement for the above situation which could be acceptable for Management and Union.
