



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
GRADUATE DIPLOMA IN PUBLIC PROCUREMENT
PAPER No. 7

Dec 2014

MANAGEMENT PRINCIPLES AND HUMAN RESOURCES PRACTICES

Date :13.12.2014

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 State True or False (Write True or False only against Sr No)

- a) Management is defined as getting things done so that demand is fulfilled.
- b) Control function of management can be performed without motivation.
- c) Quality Work Life means appropriate balance of work.
- d) Employee Counseling is to change the attitude of employee by admonishing him.
- e) The maximum contribution for Provident Fund is 10%.
- f) Employees employed for 30days in a year and drawing upto Rs2500 p.m. are eligible for bonus.
- g) VRS Means termination of services by employer.
- h) To build an excellent organization a few employees must have 'Fire in the Belly'

Q 2. Fill in the blanks.

- a) -----is the first step in Rational Decision Making.
- b) The principle that a subordinate should receive order and be responsible to only one boss is know as -----
- c) To put an applicant intentionally under tension in an interview is known as ----- .
- d) ----- is the process of attempting to influence others to do your will through the possibility of gain or reward.
- e) -----is initiating action, telling staff to do, how to do and when to do and seeing it is done.
- f) ----- functions have direct responsibility for achieving objectives of enterprise.

- g) -----more the levels less the span and ----- the number of levels more the span of control.
- h) ----- is dispersing or scattering of authority throughout the company.

Q 3. Match the following:

A	B
1. Halo Effect	a. Factory Act 1948
2. Role Play	b. Counter part of strike
3. Gratuity	c. Training
4. Delegation	d. Advice
5. Managerial Grid	e. Decision Making
6. Staff Executive	f. Performance appraisal
7. Lock out	g. 5 years
8. Cool Drinking Water	h. Leadership

Q 4. Give full form.

- | | | | | |
|--------|--------|----------|---------|--------|
| A WTO | b) BPE | c) TPM | d) ESIA | e) ILO |
| f) CSR | g) PPF | h) SMART | | |

PART B

Answer any 3 questions (3 x16 = 48 Marks)

- Q . 5. a) Define Management. What are functions of Management ?
b) What are various skills required by Managers?
- Q. 6 a) Define Leadership. Discuss functions of Leadership.
b) Which Leadership Style is most effective and why ?
- Q 7. a) Explain importance of motivation.
b) How you will motivate your Purchase Team ?
- Q. 8. a) What are various Performance Appraisal methods ?
b) What is the machinery for settling industrial disputes.

Q.9. Write Short Notes any four.

- a) Interview Techniques
- b) Employee Counseling
- c) Effective Communication
- d) MBO
- e) Delegation

PART C

Q. 10. Case Study (Compulsory)

20 Marks

PATRA Global is engaged in IT industry having 1000 employees. The Human Resource Head of the company is faced with many problems of like high turnover of employees, late coming, The young employees don't stay for long and quit the job within a year or so. H R Depart. Experienced people demand very high salary. The CEO of the Company has worked hard to win the new business contracts and would like to double the turnover in 2 years. However due to shortage of right people on stable basis contracts are incomplete and the company may have to pay penalty and will find difficult to get renewal of contract. The employees of the company compare their company with leading companies in the

Industry and feels demoralized. H R Head seek your suggestions to improve the situation.

1. What is your suggestion for planning and getting right people for right job.
2. What are various sources for recruitment which can be tried.
3. How you would like to improve skills of the employees.
4. Suggest steps to motivate the employees.
5. What company should do to enhance its image in employees and in the society.
