

**PAPER No. 7  
MANAGEMENT PRICIPLES AND HUMAN RESOURCES PRACTICES**

**Date : 12.12.2009**  
**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 ( 5 questions of 4 marks each)  
**Total: 20 Marks**
  4. Please read the instructions given in the answersheet
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**PART A****Q 1. State True or False (Write Sr No & True or False)**

- i) Informal Organistions are consciously designed with clear role definition.
- ii) Planning starts at the bottom and cascades up the organization.
- iii) Organisation Culture does not mean what the Organisation stands for, how it does things.
- iv) Leadership is the force that moves the people and causes them to act.
- v) Rapid Decision Making is a process of problem solving in a scientific, and objective manner.
- vi) Average Brains listening pace is 400/600 wps
- vii) Delegation is must for management. But decentralization is optional.
- viii) Training needs are reported by grievance analysis.

**Q 2. Fill in the blanks ( write Sr no and answer)**

- i) \_\_\_\_\_ Organistions are based on personal attitudes, emotions, likes/dislikes
- ii) \_\_\_\_\_ is prediction or estimate of an actual value in a future time period.
- iii) \_\_\_\_\_ is at the core of the planning process and is serious matter..
- iv) Average speaking pace of human being is \_\_\_\_\_
- v) \_\_\_\_\_ is the process of vesting decision making power to lower levels.
- vi) \_\_\_\_\_ is a change in job assignments may involve promotion or demotion or no change at all.
- vii) Objective of \_\_\_\_\_ is to arrive at an agreement on wages and other conditions of employment.
- viii) \_\_\_\_\_ refer to the rules and regulations which govern the conditions of employment of workers.

**Q 3. Match the following (Write number and alphabet)**

Sr No	A		B
1	Single Use Plan	A	Manager
2	Self Actualisation	B	Herzberg
3	Managerial Grid	C	Maslow
4	Line Executive	D	Budget
5	M B O	E	Do
6	Hygiene Factors	F	Robert Blake
7	Staff Executive	G	Peter Drucker
8	Change	H	Advice

**Q 4. Give full form of following.**

- i) FTZ      ii) SEEPZ      iii) WTO      iv) IFPSM      v) LQI      vi) ILO      vii) SEZ  
viii) SMT

**PART B**

Q. 5. A) Define Management. Discuss various Roles of Manager.

B) What is Planning? What are steps involved in planning?

Q 6. A) What is motivation? Discuss Motivational Techniques

B) Define Leadership. Discuss Leadership Styles

Q 7. A) Define Control? What are different types of controls?

B) What are objectives of HR ?

Q.8. A) What is collective bargaining?

B) Discuss Performance Appraisal.

Q. 9. Write short notes any FOUR.

- a) Strategic HR Planning
- b) Training Methods
- c) Interview Techniques
- d) Industrial Safety and Environmental Pollution Acts
- e) The Workman's Compensation Act 1923
- f) Communication
- g) Payment of Wages Act 1948
- h) Employee Counselling.

## PART C.

### CASE STUDY

#### Case 1.

Purchase Manager: Daizy, you did not come yesterday, you could have informed me about it. There is so much of work is pending.

Daizy : So what? My child is not well hence I could not come.

Purchase Manager: But you could have informed. In fact you have been frequently remaining absent. Not only this every month at least 10 days you are late and you leave on dot. As a result work suffers.

Daizy: So what ? If I remain absent or come late HR Dept deducts my salary . I have to take care of my child and home.

Purchase Manager: I have been observing you for last 3 years your work is incomplete. You make so many mistakes and hehave arrogantly. I am tolerating this for a long time. But now it is enough..

Daizy: I am doing my job, mistakes can happen. I am human being. My salary is less. You do not think about it. I will go to MD and complaint.

Q 1. As a HR Manager how you would handle the case of Daizy ?

Q 2. What is your recommendation to Purchase Manager ?

**Case 2.** Scene in Head Office of a Company having staff of 75.

Minesh : Mini, who is that fellow sitting there?

Mini : I have been seeing him for last two weeks. May be Ramesh knows.

Ramesh : I do not know yaar which department he has joined. Here it happens like this only. People come and go and you will not know. I have joined six months before but hardly I know any body here or factory or about company.

Minesh : But my boss was telling me Company has very ambitious plans, we have already achieved turnover of Rs 250 crores this year and Company is starting new plant within one year. It seems our HR Manager is very person.

Q. 3 What is the problem in the organization ?

Q 4. Find out solution for above problem and suggest how you will implement it.