



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Graduate Diploma in Public Procurement
PAPER No. 7

Dec 2012

MANAGEMENT PRINCIPLES AND HUMAN RESOURCES PRACTICES

Date : 08.12.2012
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

PART A

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

[Total : 8 Marks]

1. Technical skills are required maximum at the middle level of management.
2. A Post cannot be said to be managerial level unless Right of Decision Making is attached to it.
3. Top Management sets Rules and Middle Management sets Objectives.
4. Delegation is not a must for Manager
5. Line Executive do while Staff Executive advice
6. If lockout is legal and justified no wages are to be paid for the period .
7. Any industry supply power, water or electricity to general public is called Public Utility Services.
8. Disputes or differences between workmen and workmen which is not connected with employment is also industrial disputes.

Q 2. Fill in the blanks .

Total Marks 8

1. Management as a profession requires Specialized _____
2. Manager's major role is to provide purposeful _____ to the firm.
3. _____ is the first Managerial Function.
4. Pollution means any solid, liquid or gaseous substance which is injurious to _____
5. To constitute a factory there must be minimum _____ workers if manufacturing is carried with aid of power.
6. A minimum Bonus of _____ stretchable up to _____
7. _____ is a process by which employees are helped to acquire, develop capabilities and organizational culture.
8. _____ is a change in job, assignment, it may involve a promotion, demotion, or no change in responsibility and status.

Q 3. Match the following and rewrite

Total Marks 8

A	B
Grievance	Act of inducement
Whistle Blowing	Employees avoid risk
Authority	Real or imagined feeling
Power Culture	Managerial Grid
Role Culture	Ethical behavior
Motivation	Power
Leadership	Grooming
Mentoring	Rule dominated

Q 4. Expand the following

Total Marks 8

- a) JMC b) IFPSM c) CEO d) 4PL
e) ILO f) SMART g) LQI h) PPF

PART B

Answer any 3 out of 5.

Total Marks 48

Q 5. a) What are various steps in Planning?

b) Suggest activities which can be taken under Corporate Social Responsibility to improve education and skills required by Corporate.

Q 6. a) What are advantages of Delegation? Distinguish between Decentralization and Delegation.

b) What are advantages of Group Working?

Q 7. a) Explain various methods of interview.

b) What are various objectives of HR ?

Q 8. a) Explain the need and types of Employee Counseling.

b) What are various unfair labour practices on the part of employers and employees?

Q 9. Write short notes on any FOUR.

a) Welfare Provisions of Factory Act

b) Lay off

c) Motivation

d) Training Methods

e) Employee Participation

g) HR Appraisal

h) Leadership

PART C

Total Marks 20

Mr Dharamchand, 75 years old, has decided to hand over rein of the business to his daughter Reva, a Harward educated young girl who had worked under her father for last one year in the company. Mr Dharmanchand has built the business from scratch. He is sentimental about his old staff who have been working with him for a long time. There was no strike in the company for last 30 years.

Reva has ambitious plans for the company although company's growth is stagnant for last 5 years. During her training of last one year she found employees are non-committal, demotivated, not computer savvy, lack of knowledge of market dynamics, changing needs of the customers, new developments. She would like to bring in new talent to turn around the company fortune. But she has fear of strong reaction of the employees, whether employees will accept the new Management Team and performance oriented working.

Mean while a competitor has given lucrative offer to Mr Dharamchand.to buy the company.

Q. 1. What are the problems in the organization ?

Q 2. As an H. R. Expert what is your advice to Reva ? How to go about it ?

Q. 3. Suggest your Action Plan to bring change in the employees.

Q. 4. What is your advice to Mr Dharamchand about the offer to sale the company. ?
