



INDIAN INSTITUTE OF MATERIALS MANAGEMENT  
Post Graduate Diploma in Materials Management  
Graduate Diploma in Materials Management

Dec 2017

PAPER No. 1

MANAGEMENT PRINCIPLES AND HUMAN RESOURCES PRACTICES

Date :09.12.2017

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

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**PART A**

**Total 32 marks**

**(Each sub question carries 1 mark)**

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

1. Primary Role of Internal Agent is to act as the link Between the Consultants and the Organization.
2. Young Person means who is either a Child or an Adult.
3. Innovation is finding a better and superior way to do something.
4. Newspaper Ads is an Indirect Method of Recruitment.
5. Television is adirect Method of Recruitment.
6. An Interpersonally competent Manager is not able to engage in any mutually helped relationship.
7. There are three interpersonal needs according to schutz
8. ' Standing order' refer to the rules and Regulations which govern the conditions of employment of Workers.

**Q 2 Fill in the blanks**

1. \_\_\_\_\_ is a Method of Recruiting by visiting and participating in College Campuses.
2. \_\_\_\_\_ refers to the ability of an Organization to retain its Employees.
3. \_\_\_\_\_ is recognized as the Father of Scientific Management Theory.
4. The expectancy theory of Motivation was put Forward by \_\_\_\_\_
5. \_\_\_\_\_ Ratios indicate the number of leads/contacts to generate a given number of Hires at a point at time.
6. \_\_\_\_\_ is the process of picking individuals who have relevant qualifications to fill Jobs in an organization.
7. \_\_\_\_\_ is the counterpart of strike.
8. \_\_\_\_\_ is a planned introduction of Employees to their Jobs ,their Co-workers and the Organization per se.

**Q3. Expand the Following**

- 1) GD    2) MIS    3) GQM    4) RDM    5) LQI    6) SMT    7) JMC    8)NGO

**Q4. Match the Following and rewrite**

<b>A</b>	<b>B</b>
1) Kinds of Policy	1)With-Profit policies
2) Hertzberg	2) ERG Theory
3) Alderfer	3) Hygiene Factors and Motivators
4)The workmen's Compensation Act	4) 1947
5) Industrial Dispute Act	5) 1923
6) Employer's Liability Act	6) 1974
7)Prevention of Pollution Control	7) 1938
8)Minimum Wages Act	8)1948

## **PART B**

**Answer any 3 questions**

**(3 x16 = 48 Marks)**

**Q5.** A) What are the qualities/Skill of a Manager?

B) Write a note on ' Management as a Science'?

**Q6.** A) Explain Line Function and Staff Function with an Example.

B) Explain Feedback Control and Feed Forward Control.

**Q7.** A) Discuss Maslow's Theory of Hierarchy of Needs.

B) Write a note on Formal Groups.

**Q8.** A) Explain Trait theory of Leadership.

B) Compare Verbal Communication Vs Written Methods of Communication?

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

A) MBO (Management by Objective )

B) Nature/Characteristics of Planning.

C) 7-S Framework for Organizational Success.

D) Innovative Approach

E) Types of Innovation

## **PART C - Compulsory**

### **Q 10. Case Study**

**20 marks**

Progressive Chemical Industries Ltd, is engaged in Manufacturing and export of specialty 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:**

- a) What are the various laws which could be applicable in the above problems?
- b) Do you feel management policies/practices are right?
- c) As a HR Head how would you convince the Union and workers?
- d) Prepare a draft agreement for the above situation which could be acceptable for Management and Union.

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