



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Materials Management (3 years)
Graduate Diploma in Materials Management

Dec 2018

PAPER No. 1

MANAGEMENT PRINCIPLES AND HUMAN RESOURCES PRACTICES

Date 22.12.2018

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

(Compulsory . Each sub question carries 1 mark)

Q 1. Please state whether the following statements are True or False (8 Marks)

1. Profession is an occupation which require general skills.
2. Problem Solving is concerned with present whereas Decision Making is concerned with future.
3. Strategic decision of business are taken by Middle Management.
4. Directing is controlling organized actions to achieve organizational goals.
5. Managerial Leadership is different than the general leadership.
6. Cybernetics is the science of communication and automatic control systems in machines as well as living beings.
7. Depth Interview is a qualitative market research interview.
8. Informal organization affects the working of formal organization.

Q 2. Fill in the blanks . (8 Marks)

1. _____ is the first Managerial function.
2. _____ Management is usually designated as Head of Department.
3. _____ is a comprehensive device for effective planning, directing controlling and performance appraisal all in one.
4. Division of work, is the _____ step in building organizational structure.
5. _____ is filling position with right people with right knowledge and skills.
6. In Managerial Grid model, _____ Managers have low concern for both people and production.
7. _____ is a process by which representatives of workers and employees are brought together before a third party.
8. Gratuity is payable to employees after completion of _____ years of service.

Q 3. Match the following and rewrite

(8 Marks)

	A		B
1.	Promotion	a.	Recruitment
2.	Free Reign	b.	Maslow
3.	Democratic	c.	Developing Competencies
4.	Storming	d.	McGregor
5.	Negative Motivation	e.	Least interference by leader
6.	Self Actualization	f.	Team
7.	HRD	g.	Delayed Decision
8.	Advertisement	h.	Transfer

Q 4. Expand the following

(8 Marks)

- a) MJD b) ILO c) RDM d) JMC
e) OD f) ROI g) KRA h)WPM

PART B

Answer any 3 questions (3 x16 = 48 Marks)

Q 5. a) What is Management ? As a Manager what role you will play in your organization ?

b) How a rational decision can be arrived at ?

Q 6. a) What is Delegation ? How it differs from empowerment ?

b) How you will implement MBO in your Department ?

Q 7. a) List down various motivational techniques which can be implemented in your organization.

b) Discuss Managerial Grid Model of Leadership.

Q 8. a) What are different controlling techniques ?

b) What are various Acts Government has introduced to control Environment Pollution ?

Q 9. White short notes on any FOUR.

- a) Job Analysis
b) Active Listening
c) Employee Counseling
d) Recruitment Process
e) Individual Excellence
g) Training Methods

PART C

Q. 10. Case Study (Compulsory)

20 Marks

RINO MOTORS was established 75 years before by Dadamuni. The company was doing very well customers were paying advance payment and there was waiting list. RiNo cars model was robust and Dadamuni was happy to see customers were waiting for their car. The Company had no competition and same technology continued for long time. As there was change in Government policy Automobile industry was open for competition and many new manufacturers entered the market. Now RiNo was finding it difficult to sale its cars with old technology, higher maintenance, same old design. Company lost market and is incurring heavy losses. However, Dadamuni is not ready to close business. He has hired you as Consultant to turn around his company. You have to suggest measures.

- Q. 1. What are reasons for the current status of RiNo Motors ?
- Q. 2. Considering the current environment, what type of new car the company should develop ? What features it should have to beat the market ?
- Q. 3. What changes you will suggest to restructure the organization to meet the new challenges.
- Q. 4. How you will sort out problems of old employees ?
- Q. 5. While recruiting new employee what skills set would be required ?
