



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

Dec 2019

PAPER No. 1

MANAGEMENT PRINCIPLES AND HUMAN RESOURCE PRACTICES

Date : 21.12.2019

Max. Marks :100

Time : 2.00 p.m. 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. 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.**

PART A

[Total 32 marks]

(Compulsory .Each sub question carries 1 mark)

Q.1 Please state whether the following statements are “True” or “False”. (1 Mark each) [Total : 8 Marks]

1. Communication to be effective needs empathy.
2. Key Result area refers to Management by Objectives.
3. The author of Hawthorne Study was Mr. Hawthorne.
4. A decision taken is related to the future.
5. Changes take place in organization through people.
6. Role Playing stimulates Real Life.
7. Informal Organizations are consciously designed with clear role definition.
8. Planning starts at the bottom and cascades up the organization.

Q 2. Fill in the blanks .

[Total 8 Marks]

1. ----- Organizations are based on personal attitudes, emotions, likes/dislikes
2. Average speaking speed is -----than listening.
3. -----is the process of vesting decision making power to lower levels.
4. ----- is a change in job assignments may involve promotion or demotion or change at all.
5. The reason for existence of a business enterprise is that it supplies ----- and or -----
6. ----- is the process of identifying skills required to do the specific job.
7. ----- is checking of current performance against pre determined standards.
8. All managerial activities start with _____

Q 3. Match the following and rewrite

[Total 8 Marks]

	A		B
1	Management Grid	a.	Budget
2	Grapevine	b.	Maslow
3	Single use plan	c.	Marketing
4	Self Actualization	d.	Peter Drucker
5	Line Executive	e.	Cohesiveness
6	MBO	f.	Human, Technical, conceptual skills
7	Group	g.	Communication
8	Manager	h.	Leadership

Q 4. Expand the following**[Total 8 Marks]**

- | | | | |
|--------|--------|--------|----------|
| a) CSR | b) WTO | c) ISO | d) ESIA |
| e) PPF | f) ILO | g) BPR | h) IFPSM |

PART B**Answer any 3 questions****[3 x16 = 48 Marks]****Q 5.a) What are Managerial Functions ? [8 marks]**b) How you will take a rational decision ? **[Total : 8 Marks]****Q 6. a) How you will motivate your Boss. [Total : 8 Marks]**b) As a Head of Purchase, what training you would like to impart to the Purchase Department ? **[Total : 8 Marks]****Q 7. a) What are objectives and functions of Human Resource Management ? [Total : 8 Marks]**b) How HRM is different from Personnel Management ? **[Total : 8 Marks]****Q 8. a) What is collective bargaining ?. [Total : 8 Marks]**b) Which is the best leadership style ? **[Total : 8 Marks]****Q.9 Write short notes any FOUR.(4 x 4 = 16 marks)**

- a) Induction
- b) Active Listening
- c) Job Analysis
- d) Delegation
- e) Employee Counseling
- f) Industrial Safety

PART C**Q. 10. Case Study (Compulsory)****[20 Marks]**

Globe Trans Engineering is a medium scale company having good reputation in the market. Mr. Hanumant who has completed his M Tech and joined the company in R & D. He quickly grasped the work. His work was well appreciated by the Management. He worked hard and produced innovative products for the company in next 4 years. These products were popular in the industry, Management was very happy with him and decided to promote him as Head of engineering Department.

Since there were other contestants for that post in the Engineering Department, Haumant faced lot of resistance from the others in the department. Many a times he was not able to handle the situation. In order to complete the job, he started looking into each and everything and working long hours all alone.

The Management noticed he is DONG the work instead of DIRECTING and MANAGING. The management has decided to discuss the issue with him.

Questions:

- Q 1. What is basic problem with Mr Hanumant as Head of Engineering Department?
- Q 2 How would you differentiate between a good Engineer and a Good Manager ?
- Q 3 Was Management wrong in promoting him ?
- Q 4 What would Management would advice him in the meeting ?
- Q 5 What qualities he should develop to become successful Manager ?
