



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Supply Chain Management & Logistics
Post Graduate Diploma in Materials Management - 2 years
PAPER No. 1

Dec 2019

MANAGEMENT PRINCIPLES AND HUMAN RESOURCE MANAGEMENT

Date : 21.12.2019
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
2. From Part B – Answer any 3 questions out of 5 questions. Each question carries 20 marks.
3. Part C is a case study (compulsory) with questions. Read the case study carefully and answer the questions
4. Please read the instructions given in the answer sheet

Total : 20 Marks

Total : 60 Marks

Total: 20 Marks

PART A

(Total 20 marks)

(Compulsory . Each sub question carries 1 mark)

Q.1 Please state whether the following statements are TRUE OR FALSE **5 marks**

1. Appraiser is the Person Who Performs Appraisal.
2. Fringe benefit is an Extra benefit Supplementing an Employee's normal Wages & Salaries.
3. Incumbent is a person currently holding an official Position in an Organization .
4. Advertisements is an External Source of Recruitment.
5. Job Enlargement is the Process of Increasing the Scope of a Job by adding more task to it.

Q.2 Fill in the Blanks **5 marks**

1. _____ is a function which connects Various Departments of the Organisation.
2. The Conflicts Which hinder the Performance of the Group are referred to as _____ Conflicts.
3. _____ relates to a person ruling with absolute power without taking into Account the opinions & wishes of others.
4. The needs of ERG theory are existence needs, related needs and _____ needs.
5. The Expectancy theory was given by _____.

Q.3 Match the following and rewrite **5 marks**

Column A

Column B

- | | |
|---------------------------|----------------------------|
| 1. Leadership type | a. Freedom |
| 2. Equity Theory | b. Affective Component |
| 3. Theory X & Y | c. Douglas McGregor |
| 4. Element of Attitude | d. J. Stacy Adams |
| 5. Element of Personality | e. Functional level leader |

Q.4 Expand the following **5 marks**

- a)HRIS b) HCM c) TMS d) ATS e) TLM

PART B

(3 x20 = 60 Marks)

Answer any 3 questions, Each question carry 20 marks

- Q5.** a) Discuss Various Functions of Management? **10 marks**
b) What Steps are involved in decision making Process? Explain. **10 marks**
- Q6.** a) Briefly Discuss the Various factors determining Personality? **10 marks**
b) Enumerate a few Indicators of low Employee Morale? **10 marks**
- Q7.** a) Explain Maslow's Hierarchy of needs theory of Motivation? **10 marks**
b) Describe the Process of Communication? **10 marks**
- Q8.** a) Distinguish Between HRM and PM? **10 marks**
b) What are the different Stages for Job Evaluation? Explain. **10 marks**
- Q9.** Write Short notes on any FOUR (4 x 5 = 20 marks)
a) Sources of Recruitment
b) Objectives of Induction & Orientation
c) Career Planning
d) Succession Planning
e) Traditional Methods of Performance Appraisal.
f) TQM(Total Quality Management)
g) Modern Methods of Performance Appraisal.

PART C

Q. 10. Case Study (Compulsory)

(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:

- Q.1. What are the various laws which could be applicable in the above problems?
Q.2. Do you feel management policies/practices are right?
Q.3. As a HR Head how would you convince the Union and workers?
Q.4. Prepare a draft agreement for the above situation which could be acceptable for Management and Union.
Q 5. Do you think 50% Hike in Salary By Union is justified? Give reason for your Answer.