



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

Dec 2022

(enrollment code –CPM, CPS, PMM,PSM, CMM,CSM)
MANAGEMENT PRINCIPLES AND HUMAN RESOURCE MANAGEMENT

Date : 10.12.2022
Time : 2.00 to 5.00 p.m

Max. Marks : 70
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 10 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 : 30 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. It is the responsibility of Manager to create a sense of loyalty among co-workers.
2. Planning is pervasive from CEO to shop floor Supervisor.
3. Ego processes our thoughts and activities.
4. Advertisement attempt to change the attitude of people towards objects
5. Human Resources constitute single most valuable assets in the company.

Q 2. Fill in the blanks. (5 Marks)

1. _____ Includes Supervision, Leadership, Motivation, Communication.
2. Identification, Development, Selection of Alternative, Implementation are stages in _____
3. Lack of pride in work and disheartened behavior of employees indicate ____ Staff Morale
4. In long term Low Morale results in _____productivity
5. _____ style of leadership is also known as free-reign leadership.

Q 3. Match the following and rewrite (5 Marks)

	A		B
1.	Scientific Management	a.	A.H. Maslow
2.	14 Principles	b.	Review of Business Goals
3.	Hierarchy of Needs	c.	Quality Circle
4.	HRP	d.	Henri Fayol
5.	TQM	e.	Frederick Taylor

Q 4. Expand the following (5 Marks)

- a) MBO b) KRA c) TQM d) PSU e) ERG

PART B

(3 x 10 = 30 Marks)

Answer any 3 questions, Each question carry 10 marks

- Q 5. a)** Explain “The success of Organization depends on decision making by the manager” (5 marks)
- b)** Why Planning fails ? What you will do to ensure flawless planning (5 marks)
- Q 6. a)** You are appointed as a HR Head of a new Start Up. How you will plan Human Resource? (5 marks)
- b)** What you will do to keep away your organization from politics? (5 marks)
- Q 7. a)** How you will motivate your Boss ? (5 marks)
- b)** Which are different leadership styles? Which one you will select ?Why ? ((5 marks)
- Q 8. a)** Should you plan your career ?Why ? How you will plan it ? (5 marks)
- b)** Distinguish between traditional and modern methods of appraisal. (5 marks)
- Q 9.** Write short notes on any Two.(2x 5 = 10 marks)
- | | |
|--------------------------------|---|
| a) Job attitudes | b) Types of Communication |
| c) Conflict Resolution. | d) Job Description & Job Specification |
| e) Induction | |

PART C

[20 Marks]

Q. 10. Case Study (Compulsory)

Robert is MBA and works as a management trainee, in a multinational corporation in Delhi. He possesses good knowledge and expertise of skills required in the strategic management domain. Robert is a hardworking and sincere employee who works for the achievement of his personal as well as organizational goals. Recently, his manager noticed some negative change in his work behaviors and his co-relation with peer management trainees. When investigated, it was found that Robert had started looking for other job opportunities outside the organization.

According to equity theory of motivation, individuals correlate their motivation levels with the perception of fairness adopted by the management while the distribution and justice, lower is the level of motivation among employees. For this purpose employees compare their inputs (contribution) and outputs (compensation) with those of an employee of the similar cadre. If the employee notices inequity, he feels dissatisfied and finds out ways to overcome this tension.

Robert was unsatisfied with the amount of remuneration being paid to him in the organization. Other management trainees were found to be drawing a greater amount of compensation than him. He noticed that there was a difference between his monthly salary and the salary drawn by Montero, a peer management employee holding the same position, qualifications and experience as that of Robert, the management should not have differentiated between their compensation. This induced feelings of dissatisfaction, and lowered motivation levels of Robert, compelling him to quit.

Questions:

- Q 1. What is the reason for dissatisfaction of Robert ?
- Q 2. Is the approach of management right ? What could be reason of Management to do so?
- Q 3. What management should have done ?
- Q 4. Which Theory of Motivation is applicable here ? What does it say?
- Q 5. How you will convince Robert to stay in the company?
