



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Logistics & SCM
Post Graduate Diploma in Materials Management - 2 years
PAPER No. 1 (OFFLINE EXAM)
(enrollment code –PMM,PSM, CMM,CSM)

Dec 2023

MANAGEMENT PRINCIPLES AND HUMAN RESOURCE MANAGEMENT

Date : 09.12.2023
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 Total : 20 Marks
2. From Part B – Answer any 3 questions out of 5 questions. Each question carries 10 marks. Total : 30 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

[20 marks]

(Compulsory .Each sub question carries 1 mark)

Q 1. Please state whether the following statements are True or False (5 Marks)

1. Management is a universal process which can be applied in every business situation.
2. Planning helps an organization cut through the uncertainties and complexities of the environment.
3. Programmed decisions are taken as per established business rules and regulations.
4. Personality + Behavior = Performance.
5. Informal power is one that emanate from the holding of formal positions in the organization

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

	A		B
1.	Body language	a.	Growth Needs
2.	Laissez-Faire style:	b.	Job satisfaction
3.	Attitude	c.	Hierarchy of Needs
4.	Maslow	d.	Free reign leadership
5.	ERG Theory	e.	Communication

Q 4. Expand the following (5 Marks)

- a) PSU b) ILO c) HRP d)MBO e) ESOP

PART B

[3 x 10 = 30 Marks]

Answer any 3 questions, Each question carry 10 marks

Q 5. a) "The success of organization depends on the efficient, effective and responsible Managers" Discuss. (5 marks)

- b) How you will ensure planning in the Purchase Department/your department? How you will overcome the problems arising in purchase department/your department ? (5 marks)

Q 6. a) How you will take Rational Decision? (5 marks)

- b) For success in career right attitude is important. Explain the types of attitudes. (5 marks)

- Q 7. a) Which motivation theory you will prefer? Why ? (5 marks)
b) What are characteristics of a successful leader ? (5 marks)

- Q 8. a) What is the difference between a Manager and a Leader? (5 marks)
b) What are different training methods?. (5 marks)

Q 9. Write short notes on any Two.(2 x 5 = 10 marks)

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|----------------------------------|----------------------|
| a) Process of career planning | b) Induction program |
| c) Performance Appraisal Methods | d) Job Analysis |

PART C

Q. 10. Case Study (Compulsory)

[20 Marks]

Amit has done his graduation and was looking for a job. He applied for job in many companies but received no response as companies were asking for experienced guys. Some one advised him to join a course in computer. He joined a small course in computer. After a few months he got a salesman job. After a year he got fed up with lot of travelling, pressure, targets. He left the job. He saw his friend working in Bank. Amit thought bank job is safe and he started dreaming a bank job. He started applying for bank jobs. His friend advised him to join a professional class to prepare for a banking exam. Amit started self study with the help of his friend, appeared for exam twice and failed. Some how he got a job in local co-operative bank. He was not happy as salary was less and moreover he was employed on contract basis. He is looking for another job with better pay.

Sujay has done his MBA. He is smart and good at communication. He wants to grow fast. He picked up a job as a trainee to gain experience. After one year he left the job and got another job with 20% higher salary. He continued with it for 10 months and again switched over to another company with 25% jump. In the last 6 years he worked in 5 companies. Now he was getting higher pay but he was not happy with his designation. His dream is to become boss in a big organization with lot of people reporting to him, drawing high package with car, bungalow, etc. The HR Manager advised him that he did not have managerial, leadership skills to work at higher level.

- Q. 1. What is the problem faced by Amit and Sujay?
Q. 2. What is career planning ?
Q. 3. What is your advise to Amit ?
Q. 4. What is your advise to Sujay?
Q. 5. What is your advise to Company, schools, and colleges, and parents
