



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Logistics & SCM
Post Graduate Diploma in Materials Management - 2 years
PAPER No. 1
(enrollment code –(enrollment code –PGMM/ PGSM)
MANAGEMENT PRINCIPLES AND ORGANISATION BEHAVIOR

Dec 2024

Date : 14.12.2024
Time : 2.00 pm to 5.00 pm

Max. Marks : 70
Duration : 3 hours

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

[20 marks]

(Compulsory .Each sub question carries 1 mark)

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

1. As per Classic theory of organisaton, the workers are motivated by economic gains
2. According to Frederik Taylor, scientific management has four principles
3. Planning is a process involving series of steps
4. There is a no significant relationship between Personality, Behaviour and Performance
5. Vroom's Expectancy Theory is not a motivation theory

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

1. ----- is the feeling of being satisfied and content with an individual's job at hand
2. ----- is the capacity of performing certain activity or work
3. ----- is the technique through which individual's are encouraged to portray their views and ideas freely
4. ----- is a systematic procedure of amicably dealing with the transition or changes in the organisation's goals.
5. ----- is a practical approach of dealing with things in a realistic manner

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

	A		B
1.	Robbins	a.	ERG theory
2.	Classical theory of Organisation	b.	Elements of personality
3.	Theory	c.	A set of principles/ideas
4.	Peculiarity	d.	Empirical approach
5.	Motivation	e.	Negotiation

Q 4. Define in one line. (5 Marks)

1. Perceived conflict
2. Machiavellianism
3. Perception
4. Brainstorming
5. Mentor.

PART B

[3 x 10 = 30 Marks]

Answer any 3 questions, Each question carry 10 marks

- Q 5.a)** You are an entrepreneur and as company's chief define functions of management and define role of a Manager (5 Marks)
- b)** Management is Science or Art? Define essential elements of ART (5 Marks)
- Q 6. a)** Define Nature and significance of Planning (5 Marks)
- b)** Elaborate on barriers to effective planning? (5 Marks)
- Q 7 a) Define** Personality and explain elements of personality? (5 Marks)
- b)** Explain the factors determining Personality (5 Marks)
- Q 8.a)** Define self-esteem and its impact on organisational growth.? (5 Marks)
- b)** Do you require organisational behaviour to set a direction for the organisation? (5 Marks)
- Q 9.** Write any two short notes (2 x5 =10 Marks)
- a) Attributes of Individual Behaviour
 - b) Job satisfaction
 - c) concept of group dynamics
 - d) Organisational development

PART C

[20 Marks]

Q. 10. Case Study (Compulsory)

Roy has been with company XYZ, a renowned Fintech based in Malaysia for about 9 months and faced challenges related to the project team especially software developers. Roy is the leader of the new group. To form a bond with the rest of the team he had to earn their trust and make them feel comfortable. Members of his an affinity to their former Boss. The laid-back working atmosphere is impeding their capacity to perform their duties, it tough to get them to finish the task, communicate with another team members or meet deadlines.

During the monthly review Roy was bombarded by the stakeholders for being six month behind schedule. He called the team and suggested a restructuring plan and nobody responded positively. Roy felt terribly exhausted and stressed by the scenario. Roy thought of quitting the job. But his employer during the interactions came to know his intentions to restructure the entire team to meet the deadlines and to make stakeholders happy.

Roy's employer took it seriously and assured Roy all the help required to tide over the crisis.

Together they analyzed the project schedule and backlogs and identified the team dynamics. From the joint study by Roy and his employer realized the team is lacking communication skills, they work in silos, not at all proactive in asking questions for better understanding, Poor time management and laid back approach, toxic environment from other departments.

Roy 's credibility improved after implementing new strategy with his employer's support and put back the co in the right track

Questions:

1. Describe the organisational Problem
2. What behavioral changes required in employees to make the company more pro active
3. what are the solutions for the findings of team dynamics
4. If you are in Roy's position, what alternative suggestion you can think of ?