



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

Dec 2025

Date : 15.12.2025
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 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 (5Marks)

1. Ensuring timely payment to suppliers is duty of Purchase Manager.
2. Narrow Span of Control leads to tall organizational structure.
3. Delegation of authority lead to agile operations.
4. Values of an individual determines his attitude and behavior.
5. Informal power emanates from higher position held in the organization

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

1. High rate of labor turnover indicate _____ staff morale.
2. The Corporate Level Leaders include _____, _____,_____.
3. Anthropology studies relationship between human being and _____
4. _____ Organizations are impersonal, bound by policies, regulations and rules.
5. Psychology is the main contributor to the field of _____

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

	A		B
1.	Machiavellianism	a.	Decision making
2.	McGregor	b.	Military
3.	Autocratic Style	c.	Personality, Behavior
4.	Performance	d.	Theory X & Y
5.	Rational Model	e.	Exploit people for their work

Q 4. Expand the following (5 Marks)

- a) OD b) CGST c) COO d) TQM e)KRA

PART B**(3 x 10 = 30 Marks)****Answer any 3 questions, Each question carry 10 marks**

- Q 5.a) What is the role of Manager in the success of organization? **(5 marks)**
b) How you will make Planning effective? **(5 marks)**
- Q 6.a) What is the importance of Delegation? How you will make delegation successful? **(5 marks)**
b) Design a Controlling Process. What control you will suggest? **(5 marks)**
- Q 7. a) How you will maximize job satisfaction by matching personality with jobs? **(5 marks)**
b) How you will boost staff morale? **(5 marks)**
- Q 8. a) What are different Leadership Styles? Which one you will adopt? Why? (5 marks)
b) What is the role of Coordination in the organization? **(5 marks)**
- Q 9. White short notes on any Two (2x 5 = 10 marks)**
- | | |
|--------------------------|----------------------------|
| a) Group Decision Making | b) Organizational Culture. |
| c) Attitude. | d) Change Management |

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

Mr Amarendra Kumar, Vice President, Sales of Sonal Foods Ltd has inducted young sales men with MBAs, It has paid off well as sales of all regions are steadily increasing. The new Sales guys are happy as they are getting good commission. However, a few old sales staff who have been working with the Company for 25 years are not keeping pace and lagging behind. Their age is around 55 years. They have been loyal with company. It is creating a rift amongst the sales team as new vs old.

Mr Amarendra Kumar, Vice President, Sales, is in a dilemma how to resolve this. He is well aware of the contributions done by his old loyal sales men. He would like to motivate them but don't know how these people on the verge of retirement will respond.

- Q 1. Should Mr. Amarendra Kumar use Theory X to the old salesmen? What will be its impact on the employees? **(5 marks)**
- Q. 2. Should Mr Amarendra Kumar offer a VRS to the old salesmen? What retirement benefits you will suggest? **(5 marks)**
- Q. 3. As an HR Expert, design a Motivation Plan for Sales Staff. **(5 marks)**
- Q 4. What non-financial incentives, you will suggest for all the employees? **(5 marks)**