



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

**Dec 2025**

**MANAGEMENT PRINCIPLES AND HUMAN RESOURCE MANAGEMENT**

**Date : 15.12.2025**  
**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. State whether the following statements are True or False**

**[5 marks ]**

1. Henry Fayol developed the basic Principle of Management
2. The four elements directing functions are Supervision, Motivation, leadership and mentoring
3. Motivation is a psychic force which drives a person's actions towards the realisation of his/her goals
4. A dysfunctional conflict helps to increase the performance and offer support to goals of the group
5. Job enlargement is the process of increasing the scope of a job by adding more tasks to it.

**Q 2. Fill in the blanks.**

**[5 marks]**

1. Recruitment attempts to create a -----of adequate manpower resources for the organisation
2. The need for -----of work is less end when the employees are provided with adequate training
3. A -----plan enables an entity for filling up the key positions as and when they fall vacant for survival of the organisation
4. -----refers to a number of financial and non-financial rewards given by an organisaiton to its employees
5. Continuous ----- is an important element of TQM

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

**[5 marks ]**

	A		B
1	MBO ( Management by Objectives)	A	lack of harmony
2	Dissonance	B	conflict
3	vance	C	Motivation
4	Autocractic	D	Peter F Drucker
5	Pondy	E	Leadership style

**Q 4. Write Full Form of the following**

**[5 marks ]**

- a) HRIS      b) CRIMM      c) OJT      d) PIP      e) WFH

**PART B** **[Total 3 x 10 = 30 Marks]**  
*Answer any 3 questions, each question carries 10 marks*

- Q 5.a)** Explain the meaning, significance and process of planning **[5 marks]**  
b) List and discuss the techniques and models of decision making **[5 marks]**
- Q.6. a)** Define the concept of Personality and explain various factors determining personality **[5 marks]**  
b) Discuss the meaning and elements of attitude **[ 5 marks]**
- Q 7. a)** A good leader make the company good or bad, outline the characteristics of a good leader **[ 5 marks]**  
b) Briefly explain the difference between Leaders and Managers **[ 5 marks]**
- Q 8. a)** Define the concept of Human Resource Management **[5 marks]**  
b) Explain the concept of job evaluation **[5 Marks]**
- Q. 9 Write short notes any TWO(2 x5 =10 marks)**
- a) Job Analysis b) Induction and orientation  
b) Succession Planning d) Performance appraisal

**PART C** **[Total: 20 Marks]**

**Q.10 CASE STUDY- Compulsory**

Satish was a sales Manager for industrial Products company in a city branch. A week ago he was promoted and shifted to Head office as Deputy Manager - Product Management for division of new products. He was not familiar with these products. Within a span of 3 days after joining the head of the company VP, Mr. . George convened a meeting of all Product Mangers. Satish's new boss Ketan was not able to attend the meeting due to some other pre occupation. Hence the marketing director, Preet asked Satish to attend the meeting as this would give him a exposure into his new role. At the beginning of the meeting Preet introduced Satish very briefly to Mr. George. Mr. George started with an address and straight away went into reviewing each and every department.. He started asking series of questions as he is very well know each and every product.. He was known to be pushy and blunt veteran in the field. Most of the Managers had thoroughly prepared and could answer Mr. George's questions.

George started with Satish, being new to this products he was confused and fared miserably. Preet immediately understood that Mr. George has probably failed to remember that Satish is new to this job. He thought of interrupting Mr George but he waited for the meeting to end. As George was pretty upset and made a public statement "Gentlemen, you are witnessing here an example of sloppy work and this cannot be excused". Preet was two minds whether to interrupt or not. Satish was visibly angry, but he kept quiet.. Before Preet could appraise him about this after the meeting George realised his mistake and called Satish to his cabin and apologized.

**Questions:**

1. Define the Problem in this case **[5 marks]**
2. Would you employ Mr. George in your company**[5 marks]**
3. Did Preet made a mistake of not intervening during the meeting **[5 marks]**
4. What is the mistake from the side of Satish's superior.. How do you view - Apologise to Satish by George

**[5 marks]**