



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Materials Management
Graduate Diploma in Materials Management

June 2018

PAPER No. 1

MANAGEMENT PRINCIPLES AND HUMAN RESOURCES PRACTICES

Date :09.06.2018

Max. Marks :100

Time : 2.00 to 5.00 p.m

Duration : 3 Hrs.

Instructions :

1. From Part A – answer all questions (compulsory). Each sub questions carries 1 mark **Total : 32 Marks**
2. From Part B – Answer any 3 questions out of 5 questions. Each question carries 16 marks. **Total : 48 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

Total 32 marks

(Each sub question carries 1 mark)

Q 1 Please state whether the following statements are” True “or “False.

- a. Informal organization affects the working of formal organization.
- b. Management is the art of getting things done with people and through informally Organized groups
- c. RDM is a process of problem solving in scientific objective and reasoned manner.
- d. Operational functions automatically remain line and staff all the time irrespective of the organizations.
- e. In Autocratic style the decision making will take more time.
- f. Effective managers are good listeners as well .
- g. The infrastructure is not complete in organization without information technology tools and hardware.
- h. The change process has to start from bottom in order to be effective.

Q 2 Fill in the blanks

- a. Any real or imagined feeling of personal injustice which a employee has concerning to his employment relationship is called -----.
- b. ----- is an important and final managerial function to ensure work accomplishments according to plans.
- c. The Internal premises can be assumed but external premises need to be ----- is the basic assumption of planning process.
- d. ----- becomes responsible and reportable to delegator.

- e. ----- refers to those elements of the organization that helps the line of work most effectively and efficiently.
- f. ----- is the process of helping people to acquire competencies .
- g. ----- is a form of coaching used by experienced executive to groom junior employees.
- h. There are 3 interpersonal needs inclusion, control and ----- that causes one to establish and maintain relations with others.

Q3. Expand the Following

- 1) NAFTA 2) LQI 3) ROI 4) NGO 5) JMCS 6) HRMS 7) WMCA 8) TAT

Q4. Match the Following and rewrite

A	B
1 Proximity to the source of power.	A Expert power.
2 Roles of status	B Emotional power.
3 Punishment.	C Charismatic power.
4 Relationship.	D Authority.
5 Reward.	E Reflected power.
6 Ability to arouse emotions.	F Coercive power.
7 Expertise	G Referent power.
8 Competence.	H Emotional power.

PART B

Answer any 3 questions

(3 x16 = 48 Marks)

Q5. A) What is Decision making? Describe the steps involved in decision making?

B) Differentiate between Administration and Management?

Q6. A) What are different controlling techniques?

B) What are techniques of motivation?

Q7. A) What are the advantages of Group working?

B) Explain the various methods of training?

Q8. A) Describe various styles of Leadership?

B) What are the barriers and breakdown in Communication?

Q9. Write short notes on any four (04) of the following.

- A) Appraising and rewarding performance.
- B) Managing stress
- C) Collective bargaining in India: Difficulties'
- D) Intellectual Leadership.
- E) Effective communication.
- F) Authority & Responsibility

PART C - Compulsory

Q 10. Case Study

20 marks

Chandan is the Sales manager of reputed corporation .He has 25 employees in his department and all are paid commission for the sales in their territories, For the past three years the market for the company's goods has been steadily growing and the majority of Chandan's staff have met this growth with increased sales. However one Employee in particular , Raman has not kept up with the pace.

Raman has been with the Corporation for over 20 years and is now 56 year old. Raman is friendly man and is liked by his peers and those to whom he sells the company's products on regular basis. The company has always considered Raman dependable and loyal. Though the years Raman has been counted as an Asset to the company, but at the age of 56 he has gone into a state of semi retirement. Raman's sales has not increased as the others have and he does not have determination to acquire a significant increase in sales.

Chandan wishes to change this situation, He wants to motivate Raman into increasing his sales to match that of his younger peers. To accomplish this, Raman must begin to do more than put in his time, but Chandan is not sure how to go about trying to motivate him. Unlike the majority of new employees. Raman is a old man , who within a few years will reach the age of retirement. If you are Chandan what would you do ?

Questions:

Q.1. Would you threaten to fire him?

Q 2 Would you increase the commission?

Q.3. Would you increase the retirement benefits for Raman rather than offer him the increased commission rate?

Q.4.Would you offer him more status by way of a new title or a new company car or place his table in better position in the office ?

Q 5 Is there some way in terms of appraisal and rewards with which you can motivate Raman ?
