



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

June 2024

Date : 08.06.2024
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. Management is a universal process which cannot be applied in every business situation.
2. Self-Actualization and esteem needs are classified as lower level needs.
3. Advertisements, media publicity attempt to change attitude of people towards objects or issues.
4. Power can have negative impact on the organization.
5. In bureaucratic organizations relationship among the employees is informal.

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

1. Higher the rate of organizational learning _____ would be competitive advantage to the organization.
2. _____ is a combination of physical, mental and moral qualities of individual's behavior.
3. Poor morale of employees can result in ----- rate of _____ from duty.
4. ----- lays out the duties and responsibilities along with conditions for a particular job.
5. _____ implies the shifting of an employee from one job to another without any change in jobs.

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

	A		B
1	Attitude	A	Respect for All
2	Kaizen	B	Decision Making
3	Theory Y	C	Body language
4	Laizsez Faire	D	Standard Time
5	Gestures	E	Positive Motivation

Q 4. Write Full Form of the following (5 Marks)

- a) CEO b) SMART c) PSU d)CRIMM e) CPO

PART B

[Total 3 x 10 = 30 Marks]

Answer any 3 questions, each question carry 10 marks

Q 5.a) You are a Purchase Manager, you have to place order for Rs 1crore. What factors are likely to impact your decision? **[5 marks]**

b) Directing is a link between all functions of management. What are components of directing? **[5 marks]**

Q.6. a) You are a manager and you notice one of the member of your department is having negative attitude about the organization. How you will bring change in his attitude?**[5 marks]**

b) How you will motivate employees to achieve organization goals? **[5 marks]**

Q 7. a) How you will identify poor moral of the employees? **[5 marks]**

b) What role employers and employees can play to control pollution ? **[5 marks]**

Q 8. a) Which Leadership Style you will adopt ?Why ?**[5 marks]**

b) Explain Selection Process . **[5 marks]**

Q. 9 Write short notes any TWO(2 x5 =10 marks)

- a) Compensation
- b) 360 Degree Appraisal
- c) Career Planning
- d) Job Enrichment

PART C

[Total: 20 Marks]

Q.10 CASE STUDY- Compulsory

ZENTOS is a rising start up owned by Joshil, a very ambitious technocrat CEO who wants to make it 1 billion dollar company fastest possible. He works very hard. He is a task master. He takes decision and expects his team to implement quickly. He has strong belief that unless pressure is built on the people they do not perform. He put his managers under pressure. He is perfectionist and does not tolerate small mistake by employees. He fires them left and right in front of all. HR Manager is frustrated due to working environment in the company and employees are not happy with the working style of CEO. HR Manager is also upset over the behavior of CEO. HR Manager has observed stress on the managers and long working hours affecting productivity. Absenteeism has increased. Employees have become stubborn, they don't accept mistakes and there is rivalry between the departments.

Questions:

Q. 1. What are the symptoms of conflict between CEO and his team.

Q. 2. What can be done to overcome the situation in the company?

Q 3. What steps are involved in the process of conflict?.

Q 4 .What are different types of conflicts?