



**INDIAN INSTITUTE OF MATERIALS MANAGEMENT**  
**Post Graduate Diploma in Logistics & SCM**  
**Post Graduate Diploma in Materials Management - 2 years**

**PAPER No. 1**

**June 2025**

(enrollment code—PGMM/ PGSM)

**MANAGEMENT PRINCIPLES AND ORGANISATION BEHAVIOR**

Date : 14.06.2025  
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
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. Planning precedes all Managerial Functions
2. Management is universal Process which can be applied in every situation
3. Feedback controls are also referred as Pre-controls
4. Organisations prefer to hire employees whose personality traits match with requirement
5. To give managerial direction to the organisation is the duty of a Manager

**Q.2. Fill in the Blanks**

**(5 Marks)**

1. Motivation is the art of getting -----with people co operation and securing organizational goals
2. The four elements of directing function are supervision, Motivation, Leadership and-----
3. It is necessary to carefully \_\_\_\_\_ the politics for the betterment of organisation work environment
4. ----- is defined as the right of an Individual to use resources, issue commands and decision on to achieve organisation goals/objects
5. ----- refers to the rate at which the employees in an organisation leave their employment during a particular period

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

**(5 Marks)**

	A		B
1.	Vance	a.	Incompatibility between values &Goals
2.	Autocratic	b.	Leadership style
3.	Conflict	c.	Organisational behaviour
4.	Newstrom & Davis	d.	Active process
5.	Learning	e.	Motivation

**Q 4. Define in one line.**

**(5 Marks)**

1. Perception
2. Values
3. Change management
4. Pragmatic
5. Cognition

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

**Q 5.a)** A successful organisation depends on socially structured units composed of Individuals. Discuss the importance of system view of an organisation **(5 Marks)**

**b)** Describe classification of Organisation **(5 Marks)**

**Q 6. a)** Explain the concept of group dynamics **(5 Marks)**

**b)** Describe the importance of Group formation **(5 Marks)**

**Q 7 a)** Elaborate the impact of organisation culture on employee performance **(5 Marks)**

**b)** Discuss the role of leadership in shaping and maintaining organisation culture **(5 Marks)**

**Q 8.a)** Explain the personality theory briefly **(5 Marks)**

**b)** Elaborate the meaning of directing **(5 Marks)**

**Q 9.** Write any two short notes **(2 x5 =10 Marks)**

- a) Duties of Manager
- b) Barriers of effective planning
- c) Work Attitude
- d) Maslow's Hierarchy of Needs

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

Ms. Laura is the Associate Director of a non profit agency that provides assistance to poor children and families. She is the head of the department focuses on evaluating the skill building program , the agency provides to families. She reports directly to agency leadership. As a whole the agency has been cautious in hiring this year because of the increased competition for funding. They suffered high staff turnover. Two directors left as well as the key research staff and one from finance.

Laura has a demanding schedule that require frequent travel. She supervises two managers who in turn are responsible for five staff members. Both the managers have been appointed with in the last six months. Manager 1 Kelly has a specific background in research. she is responsible for giving support to another department that delivers behavioral health services to youth. She support her staff and well organised and motivated and has a drive and expects same from the staff

Manager 2. Linda has strong background in social science research and evaluation. Known as problem solver and extremely supportive to her staff. very capable and can sometimes take on too much.

Managers are often of the opinion that they are overburdened and increased responsibilities due to high staff turnover. In addition Luara has not shared the financial budget to the reportees blaming the finance department. But finance claims that they had already shared the data with Laura. The staff members are distressed and frustrated

**Questions:**

1. Define the problem. How can Laura effectively use management and Leadership skills in her role as an Associate Director **(5 Marks)**
2. What steps could be taken to build staff confidence **(5 Marks)**
3. What advise would you give Laura on improving her leadership skills **(5 Marks)**
4. suggestions to motivate the staff and Managers reporting to Laura **(5 Marks)**