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[5166]-12

M.P.M. (First Semester) EXAMINATION, 2017
102 : INDUSTRIAL AND LABOUR ECONOMICS
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. Define 'Labour Economics'. Discuss its changing nature and scope.
2. What are the achievements and failures of the public sector in India ?
3. Discuss determinants of demand for and supply of labour.
4. Describe economic and non-economic factors influencing industrial location.
5. What is 'Efficiency of Labour' ? Explain various ways to improve efficiency of labour.
6. Define 'Unemployment'. What are its types and suggest policy measures for removal of unemployment.

P.T.O.

7. Write short notes on (any *two*) :

(1) Mobility of Labour

(2) D.A.

(3) Child Labour

(4) Role of SSI in the Indian economy.

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[5166]-13

M.P.M. (First Semester) EXAMINATION, 2017

103 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt any *three* questions from the remaining.

1. (A) What is the need and objectives of training in the organisation ? Why should training programmes be evaluated ? Explain with suitable examples. [15]
(B) What is Human Resource Management ? Explain the role of HR Manager with reference to the success of the organisation. [10]
2. Discuss Collective Bargaining as a method of Settlement of Disputes and establishing peaceful industrial relations. [15]
3. Explain objectives of Manpower Planning and elaborate career planning. [15]
4. With suitable examples explain the utilisation/s of outcomes from Job Analysis Exercise in detail. [15]

P.T.O.

- 5.** Explain impact of Performance Appraisal to organisation's competitive advantage. [15]
- 6.** Write short notes on (any *three*) : [15]
- (a) Succession planning and Career planning
 - (b) Requisites for successful Human Resource Planning
 - (c) Job Enlargement and Job Enrichment
 - (d) Sources of recruitments
 - (e) Factors influencing Employee Remuneration.

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[5166]-14

M.P.M. (First Semester) EXAMINATION, 2017

104 : INDUSTRIAL PSYCHOLOGY

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. Define the term industry and psychology and discuss the importance of psychology in industry. [14]
2. No two individuals are same. Discuss. [14]
3. What are psychological tests ? Explain the measures for improving the effectiveness of these tests. [14]
4. Define group dynamics and explain the difference between individual and group behaviour. [14]
5. Discuss the difference between male and female psychology with suitable examples. [14]

P.T.O.

6. Explain the concept of productivity and efficiency ? How can the knowledge of psychology help in improving productivity in industry. [14]
7. Write short notes on any *two* : [14]
- (a) Industrial psychologist
 - (b) Group formation
 - (c) Research methods in psychology.

Total No. of Questions—7]

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[5166]-15

M.P.M. (Part I) (First Semester) EXAMINATION, 2017

105 : LABOUR LAW—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Solve any *five* questions.

(ii) *All* questions carry equal marks (i.e. 14 marks).

1. State various authorities for the settlement of industrial disputes and explain the powers of labour court, under the Industrial Dispute Act, 1947. [14]
2. (a) Explain objective and procedure of Standing Order Act, 1946. [7]
(b) Mention schedule under Standing Orders Act, 1946. [7]
3. Explain the following terms (any *two*) : [14]
 - Types of strikes
 - Retrenchment
 - Unjustified strike.
4. (a) Explain unfair labour practices on the part of employer. [7]
(b) Explain unfair labour practices on the part of trade union. [7]

P.T.O.

5. (a) Explain obligations and rights of Recognized Union. [7]
- (b) A bank employee was dismissed from service. He filed complaint of unfair labour practices about 4 years and 7 months thereafter. No adequate reason is shown for delay. Justify whether the employ can file a complaint in the labour court. [7]
6. Explain scope and objective of domestic enquiry in India. [14]
7. Write short notes on (any *two*) : [14]
- Principles of Natural Justice
 - Lockout
 - Layoff
 - Payment of Subsistence allowance.

Total No. of Questions—7]

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[5166]-21

M.P.M. (II Sem.) EXAMINATION, 2017

201 : LABOUR WELFARE AND INDUSTRIAL HYGIENE

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory.

(ii) Solve any *three* out of remaining.

(iii) Figures to the right indicate full marks.

1. (a) Explain the concept of 'Labour Welfare'. Discuss in detail various principles of labour welfare. [15]
(b) Explain the need for 'industrial hygiene'. [10]
2. State and explain the relationship between mental, physical, social and industrial health. [15]
3. Explain and examine the impact of industrialisation on health of workers in India. [15]
4. State the statutory welfare, safety and health provisions under the Factories Act of 1948. [15]
5. Define the term 'Workers' participation in management. Explain the role of WPM in labour welfare and industrial hygiene. [15]

P.T.O.

- 6.** "Industrialisation is the main cause behind pollution and deteriorating social health in India." Discuss the statement. [15]
- 7.** Write short notes on (any *three*) : [15]
- (a) Labour welfare fund
 - (b) Welfare and productivity
 - (c) Objectives of ILO
 - (d) Industrial social work
 - (e) Qualifications of labour welfare officer.

Total No. of Questions—6]

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[5166]-22

M.P.M. (Second Semester) EXAMINATION, 2017
202 : STATISTICAL TECHNIQUES AND RESEARCH
METHODOLOGY
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Question No. 1 is compulsory. Attempt any *three* from the remaining.
- (ii) Wherever required draw rough sketches; Graph paper will not supplied.
- (iii) Figures to the right indicate full marks
1. (a) Prepare a frequency distribution table for the following data:
10, 17, 15, 22, 11, 16, 19, 24, 29, 18, 25, 26, 32, 14, 17, 20,
23, 27, 30, 12, 15, 18, 24, 36, 18, 15, 21, 28, 33, 38, 34, 13,
10, 16, 20, 22, 29, 19, 23, 31
Take classes as 10–15, 15–20, 20–25 etc. [10]
Also draw histogram for the data.
- (b) Define search. State the objective of research and utility of research. [10]
- (c) Explain research process. [5]
2. (a) Define the term Hypothesis. Write the qualities of good hypothesis. [10]
- (b) Write a note on quantitative research. [5]
3. (a) Explain the concept of measurement. [10]
- (b) Distinguish between primary and secondary data. [5]

4. (a) Explain the terms sample and population. Also give characteristics of a good sample. [10]
(b) Examine the merits of internet/e-mail survey. [5]
5. (a) Give a layout of research report. [10]
(b) Write a note on essentials of a good questionnaire. [5]
6. Write short notes on (any *three*) [15]
(a) Snowball sampling
(b) Nominal scale
(c) Personal interview method
(d) Likert scale
(e) Control group.

Total No. of Questions—7]

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[5166]-23

M.P.M. (Second Semster) EXAMINATION, 2017

**203 : INDUSTRIAL RELATIONS AND TRADE UNION
MOVEMENTS
(2008 PATTERN)**

Time : 2½ Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt any *four* (4) questions from the remaining.

1. Write short notes on (any *three*) : [6 marks each]
 - (a) Role of Conciliation officer.
 - (b) Works Committee
 - (c) Growth of Trade Union movement in India.
 - (d) Arbitration-Substitute to Adjudication
 - (e) "Recognition" of Trade Union.

2. 'Industrial Relations' in our country are mostly governed by the 'Labour Laws'. Critically comment by giving examples of intervention of 'Labour Laws' in Industrial Relations. [13]

3. Explain different approaches towards Industrial Relations (with examples). [13]

4. What would you recommend to industry for maintaining harmonious Industrial Relations with Unions/employees ? [13]

P.T.O.

5. Explain the machinery provided under. I.D Act, 1947 for resolving Industrial Disputes. [13]
6. Explain the process and ingredients of successful collective Bargaining. [13]
7. How “worker's participation” helps in maintaining harmonious Industrial Relations ? [13]

Total No. of Questions—7]

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[5166]-24

MPM (Second Semester) EXAMINATION, 2017
PERSONNEL ADMINISTRATION SYSTEMS & PROCEDURES
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. What is misconduct ? List the various types of misconduct laid down by Statutory law ? Who is the authority who can take a disciplinary action ?
2. Define Gratuity-Show calculation of gratuity under Gratuity Act. Assume the figures.
3. What is the process of personnel policy ?
4. What are the principles of natural justice ? What is their importance ?
5. Draft a charge sheet for theft of goods (finished material).
6. Write a detailed note on ESI returns.
7. Write short notes on (any *two*) :
 - (a) Job enlargement and Job enrichment
 - (b) Promotion
 - (c) TDS
 - (d) Professional tax.

Total No. of Questions—6]

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[5166]-25

M.P.M. (II Semester) EXAMINATION, 2017

205 : LABOUR LAWS—II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *Five* questions.

(ii) *All* questions carry equal marks.

1. Write the objectives of the Factories Act 1948 and state any *five* provisions regarding health and welfare under the Act.
2. Define the term “Wages” under Payment of Wages Act, 1936 and explain any *seven* authorised deductions under the Act.
3. Write welfare and Health Provisions to the contract labour under Contract Labour (Regulation and Abolitions) Act, 1970.
4. (a) Objectives of Information Technology Act, 2000.
(b) What is Electronic Commerce.
5. Write provisions regarding :
 - (1) Opening and closing hours of hotels, eating houses and other commercial establishments.
 - (2) Leave provisions.
under Bombay Shops and Establishment Act, 1948.

P.T.O.

6. Write short notes on (any *two*) :

- (1) Digital signature.
- (2) Provisions regarding “Fine” under Payment of Wages Act, 1936.
- (3) Inspectors under Factories Act.
- (4) Contractor and contractor labour under Contract Labour Act, 1970.

Total No. of Questions—5]

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[5166]-31

MPM (Third Semester) EXAMINATION, 2017

301 : TRAINING AND DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory and carries 25 marks.

(ii) Attempt any *three* questions from the remaining.

1. (a) Design a training program on softskills for a newly joined trainees in a manufacturing firm. [15]
(b) How MDP's are different from technical trainings ? [10]
2. Explain the importance of training and development in today's senario. [15]
3. What is an evaluation of training program ? Elaborate any *two* evaluation techniques. [15]
4. Elaborate on the job techniques and off the job techniques. [15]
5. Write short notes on (any *three*) : [15]
 - (a) Computer Based training
 - (b) Resistance to change
 - (c) Importance of sitting arrangement in training session
 - (d) Departmental analysis.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5166]-32

M.P.M. (Third Semester) EXAMINATION, 2017

302 : INDUSTRIAL SAFETY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory.

(ii) Solve any *three* questions from the remaining questions.

(iii) Figures to the right indicate full marks.

1. What is Industrial Safety ? Explain in detail unsafe actions and unsafe conditions.
2. What qualifications are required to become a safety officer ? What are the duties and responsibilities of a safety officer ?
3. Discuss the types of fire and preventive measures to extinguish each types of fire.
4. What do you understand by Air Pollution ? State salient features of Air Pollution Act, 1981.
5. Explain role of Government, Management and Union in Maintaining Safety in Industrial Safety.

P.T.O.

6. Write short notes on (any *two*) :

- (1) Training of employees for safety
- (2) Effect of noise and its control
- (3) Safety of committee
- (4) Cost of accidents.

Total No. of Questions—7]

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[5166]-33

M.P.M. (Third Semester) EXAMINATION, 2017

303 : LABOUR COSTING AND COMPENSATION MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt any *four* questions from the remaining.

(iii) *All* questions carry equal marks.

1. During one week the workman X manufactured 200 articles. He receives wage for a guaranteed 44-hour week at the rate of Rs. 15 per hour. The estimated time to produce one article is 15 minutes and under incentive scheme the time allowed is increased by 20%. Calculate his gross wages under each of the following methods of remuneration :

(a) Time Rate

(b) Piecework with guaranteed weekly wages

(c) Rowan premium bonus

(d) Halsey premium bonus, 50% to workman. [14]

2. Explain the following concepts in detail :

(a) Labour Turnover

(b) Labour Productivity. [14]

P.T.O.

3. What is compensation ? State the principles of determination of compensation. [14]
4. Explain various components of salaries and wages. State various permissible deductions from salaries and wages. [14]
5. Explain the characteristics of a well-designed incentive scheme. What are the special features of incentive scheme designed for employees in service industries ? [14]
6. Write short notes on (any *two*) : [14]
- (a) Elements of Cost
 - (b) Time Keeping and Time Booking
 - (c) Overtime and Idle Time
 - (d) Cost associated with Personnel functions.
7. From the following particulars, prepare a cost sheet for the year ended 31-12-2002 : [14]
- Stock of finished good (1-1-2002) — Rs. 6,000
- Stock of raw materials (1-1-2002) — Rs. 40,000
- Work-in-progress (1-1-2002) — Rs. 15,000
- Purchase of Raw materials — Rs. 4,75,000
- Direct Expenses — Rs. 12,500
- Factory Rent, taxes — Rs. 7,250

Depreciation of factory plant — Rs. 13,000
Lighting and heating (factory) — Rs. 10,000
Loose Tools — Rs. 15,000
Other Production Expenses — Rs. 5,000
Stock of finished goods (31-12-2002) — Rs. 15,000
Wages — Rs. 1,75,000
Works Manager's Salary — Rs. 30,000
Factory Employees Salary — Rs. 60,000 (Indirect)
Power Expenses — Rs. 9,500
General Expenses — Rs. 32,500
Sales for the year — Rs. 8,60,000
Stock of Raw materials (31-12-2002) — Rs. 50,000
Work-in-Progress (31-12-2002) — Rs. 10,000

Total No. of Questions—7]

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[5166]-34

M.P.M. (Third Semester) EXAMINATION, 2017

305 : LABOUR LAWS—III

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. Explain the following terms under Provident Fund Act : [14]
 - (a) Definition of Wages
 - (b) Exempted employees
 - (c) Nominations.

2. Explain the powers and functions of Employees State Insurance Corporation under ESI Act, 1948. [14]

3. Explain the following terms under W.C. Act, 1923 : [14]
 - (a) Dependent's benefits
 - (b) Employers Liability to pay compensation.

4. Explain the following provisions under Maternity Benefit Act, 1961 : [14]
 - (a) Right to payment of maternity benefit
 - (b) Notice of claim for maternity benefit and payment thereof.

P.T.O.

5. Explain powers and functions of ESI court under ESI Act, 1948. [14]
6. Explain various types of disablements eligible for compensation under W.C. Act, 1923. [14]
7. Write short notes on any *two* : [14]
- (a) Penalties under E.P.F. Act, 1952
 - (b) Forfeiture of maternity benefits under Maternity Benefits Act
 - (c) Funeral Benefits under ESI Act
 - (d) Sickness Benefits under ESI Act.

Total No. of Questions—7]

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[5166]-41

M.P.M. (Fourth Semester) EXAMINATION, 2017

401 : ORGANISATIONAL DEVELOPMENT AND QUALITY

MANAGEMENT SYSTEMS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer any *five* questions.

(ii) *All* questions carry equal marks.

1. Define organisational development. Explain its characteristics. How would you relate OD to the success of the organisation.
2. Explain OD process and elaborate on survey feedback in detail.
3. Define “Action Research”. Describe the various steps in the process of action research for OD.
4. What is the role of OD consultant and how is it so important for the OD process ?
5. Discuss the term intervention in organization development and elaborate in detail inter-group team building intervention.
6. What is TQM ? Explain TQM objectives and principles in detail.

P.T.O.

7. Write short notes on (any *two*) :

- (a) Kaizen
- (b) Role analysis
- (c) T group training
- (d) Suggestion schemes.

Total No. of Questions—7]

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[5166]-42

M.P.M. (Fourth Semester) EXAMINATION, 2017

**402 : STRATEGIC HUMAN RESOURCE MANAGEMENT AND
CORPORATE PLANNING**

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. Elaborate the need and importance of business strategy. Explain the linkage between business strategy and HR strategy.
2. Define 'Recruitment'. What are the advantages and disadvantages of online recruitment ?
3. Explain the concept 'Succession Planning'. Elaborate the steps involved in preparing effective succession planning.
4. Discuss the various retrenchment strategies that are implemented in the organisation. Explain any *two* in detail.
5. Explain the various behavioural issues in implementation of a strategy.

P.T.O.

- 6.** Elaborate the advantages of skill-based pay in relation to team based pay.
- 7.** Write short notes on (any *two*) :
- (1) Quality of work life
 - (2) KRA
 - (3) WTO
 - (4) Personal Values and Business Ethics.

Total No. of cases—3]

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[5166]-43

MPM (Fourth Semester) EXAMINATION, 2017

**403 : Cases in Personal Management and Industrial Relations
(2008 PATTERN)**

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *two* cases

(ii) Figures to the right indicate full marks for that question.

(iii) Only the answers to the questions will be evaluated.

Transfer of a cleaner

India Engineering Corporation, Pune, is a partnership organization manufacturing engineering sub-components. It employs 65 employees at all levels. This includes two ladies who do cleaning work, filling water pots, etc. in the morning and peon's work during rest of the day. The work of organization is carried on with traditional machines.

Over the years CNC machines came to stay and organization started losing its orders. Organization then started adopting economy measures, one of which was to reduce manpower, and to replace existing manpower with cheap contract labour.

When the organization decided to do away with one of the two ladies, both of them refused to give away employment. Organisation then suddenly asked one of the ladies to leave the factory and not to come to work. She went out that day but came the next day requesting for employment but she was not taken to work. This went on for 3-4 days. Then she approached labour office for intervention.

P.T.O.

When the matter was referred 'to adjudication, organization" produced back dated letters saying she was transferred to Chennai but she did not accept the transfer. There is no work and if at all she wants employment she should go to Chennai. The lady contended that a cleaner need not be transferred, cleaners are available at Chennai and either she should be employed at Pune or given compensation according to law.

Questions :

1. Was the employer right in transferring the lady to Chennai?
How ? [12]
2. Was the lady right in demanding employment or compensation?
How ? [12]
3. If you were the Manager of this organization, how you would deal with this situation ? [11]

Working conditions

Barda Chemicals is a Pvt Ltd company manufacturing dry chemicals only for exports. It employs 110 workers and staff. It is located in one of the suburbs of Mumbai. It is called 100% EOU i.e. Export Oriented Unit. India needs foreign exchange badly.

The chemical powders used in the factory are light weight and keep flying in the air. Because of this, the workers working there are adversely affected healthwise. The powders also keep floating in the air surrounding the factory because of which the residents in the vicinity are also troubled health wise. Workers work in that condition because they cannot find alternative employment.

One day the Factory Inspector visited that factory and observed that proper ventilation and exhaust arrangements are not done. The Inspector also instructed factory to arrange medical check-up of all employees. The Inspector gave them 3 month's time and remarked

that if this is not done within 3 months, the manufacturing process will be stopped.

The factory management told the Inspector that they are 100% EOU and they cannot incur the expenditure of ventilation and medical check-up, else they cannot compete in the international market. In any case they will have to close down either because of incurring extra expenditure or because of Inspector stopping the production.

Questions :

1. How far the Factory Inspector was right in his observation? [12]
2. Can the management violate the provisions or close down? [12]
3. If you were the owner of that factory, what you would have done? [11]

Bonus and Ex-gratia

Bhramanti Auto Ltd. is an automobile manufacturing company set up in a newly formed industrial estate in rural area. It manufactures two and three wheelers. It employs 2000 workers and staff. Because of the foreign collaboration, its products are selling like a hot cake and the company is making very good profits.

The workers are organized and they have formed an internal union. The company announced ambitious plans for expansion. Coming Diwali, the union of workers demanded 20% bonus and 50% ex-gratia. The union also threatened that if their demands were not met, they would agitate and the production may go down. There were negotiations and the factory management agreed to a total of Rs 25,000/- as bonus and ex-gratia.

When this was learnt by other small units in that industrial estate area, they all came together and conferred that this will affect them badly and their workers will also start demanding hefty bonus. They

all approached the Bhamanti Auto management and appealed to the management not to grant that much amount. The small units holders also approached the Government Labour Office and demanded intervention in the matter.

Bhramanti Auto management plainly said that they are making profits and if they do not implement the terms of agreement with their union, there will be trouble in their factory and they will lose market and profit.

Questions :

1. How Bhramanti Auto management is right in their decision?
[12]
2. Can the small unit holders take that stand and approach GLO?
[12]
3. What should be done in the matter according to you?[11]

Total No. of Questions—7]

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[5166]-44

M.P.M. (Fourth Semester) EXAMINATION, 2017

404 : MARKETING MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. Explain 'marketing process' with an appropriate block diagram.
2. M/s. Education Aids Pvt. Ltd. markets LCD projectors mainly in metro and urban cities in India. Now they want to penetrate semi-urban and rural markets. Prepare a marketing plan in detail for their new initiative of launching LCD projectors in semi-urban and rural markets. State assumptions.
3. "Identification of competition and its detailed analysis is a must before starting marketing operations." Do you agree with the statement ? Justify your answer with examples.
4. Develop and justify criteria to be used for recruiting entry level salesman for a multicommodity mall.
5. Write a detailed note on areas of sales training and customer education.

P.T.O.

- 6.** What should be the criteria for evaluating a sales force for a company like Hindustan Unilever Ltd., which is a multi-products, multi-locational and nationally spread organization ? Explain.
- 7.** Write notes on any *two* of the following :
- (a) Market evaluation and control
 - (b) Motivating the sales team
 - (c) Sales Force Management.

Total No. of Questions—7]

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[5166]-45

M.P.M. (IV Semester) EXAMINATION, 2017

405 : LABOUR LAWS—IV

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer any *five* questions.

(ii) *All* questions carry equal marks.

1. Explain in detail the following deductions under Payment of Wages Act, 1936 :
 - (1) Various Taxes
 - (2) Payment to Co-operative Societies
 - (3) Amenities provided by an employer.
2. Explain the concept of “Set on” and “Set off” in detail.
3. Explain in detail the concept of Gratuity under Payment of Gratuity Act, 1972 and eligibility conditions.
4. Explain provisions for fixation of minimum wages under Minimum Wages Act, 1948.
5. What is the qualifying period for payment of gratuity and when it can be paid earlier.

P.T.O.

6. Explain powers of Inspectors under Minimum Wages Act, 1948.

7. Write short notes on (any *two*) :

(1) Deduction of fine under Payment of Wages Act, 1936

(2) Forfeiture of bonus

(3) Returns under Payment of Bonus Act

(4) Claim for gratuity.