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**[4771]-101**

**M.P.M. (First Semester) EXAMINATION, 2015**

**101 : PRINCIPLES AND PRACTICES OF MANAGEMENT AND  
ORGANIZATIONAL BEHAVIOUR**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. (a) Explain the term OB and discuss various models of OB. [15]  
(b) Discuss relation between planning and controlling. [10]
2. What is meant by organizing ? Explain various steps in organizing. [15]
3. Elucidate the contribution of Henry Fayol to Management Discipline. [15]
4. Explain and compare the theories of motivation given by A. Maslow and Herzberg. [15]
5. What is personality ? How do determinants help in shaping of personality ? [15]

P.T.O.

6. Define team. What are different challenges faced by organizations while managing virtual teams ? [15]
7. Write short notes on (any *three*) : [3×5=15]
- (a) Ego states
  - (b) Types of conflict
  - (c) Line and staff function
  - (d) Causes of stress
  - (e) Importance of decision-making.

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**[4771]-102**

**MPM (First Semester) EXAMINATION, 2015**

**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. Explain the various importance of Labour Economics.
2. Explain the nature and problems of female labour in India.
3. Explain the nature, causes and various measures to solve problem of unemployment in India.
4. What do you mean by economic policy ? Explain the various changes seen in Indian Economic Policy after 1990-91.
5. What is Industrial Productivity ? Explain the various factors determining Industrial Productivity.

P.T.O.

6. Define Industrial Finance. Explain the various needs and types of Industrial Finances in India.
7. Write short notes on (any *two*) :
- (a) Backward bending supply curve of labour
  - (b) Consumer Price Index
  - (c) Features and challenges of Agricultural Labour in India
  - (d) Role and challenges of private sector in India.

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**[4771]-103**

**MPM (First Semester) EXAMINATION, 2015**

**103 : HUMAN RESOURCE MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. (a) Meaning of HRM. [4]  
(b) Importance of HRM. [5]  
(c) Role/Functions of HR Manager. [5]
2. (a) Concept of 360° performance appraisal. [4]  
(b) Persons involved in 360° performance appraisal. [4]  
(c) Advantages. [3]  
(d) Disadvantages. [3]
3. (a) Concept of training. [7]  
(b) Importance of training to newly joined employees. [7]
4. (a) Concept of requirement and selection. [4]  
(b) Difference between requirement and selection. [5]  
(c) Requirement process. [5]

P.T.O.

5. (a) Concept of grievances. [7]  
(b) Grievance procedure. [7]
6. (a) Concept of HRP. [4]  
(b) Objectives of HRP. [3]  
(c) HRP process. [7]
7. Write short notes on (any *two*) :
- (a) TQM—concept of TQM with importance [7]  
(b) Suspension of an employee concept [7]  
(c) Job description concept and importance. [7]  
(d) Collective Bargaining concept. [7]

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**[4771]-104**

**MPM (First Semester) EXAMINATION, 2015**

**104 : INDUSTRIAL PSYCHOLOGY**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Solve any *three* from Q. No. 2 to Q. No. 6.

1. (a) Define Industrial Psychology. Examine its scope. [10]  
(b) Discuss the importance of the study of Industrial Psychology in achieving organizational effectiveness. [15]
2. Discuss the factors relevant to understanding individual differences in organisations. [15]
3. Discuss the steps in designing an effective test for measuring any criteria of organisational relevance. [15]
4. Discuss the impact of environmental factors on efficiency of employees. [15]

P.T.O.

5. What is group dynamics ? Explain the various phenomena of group work. [15]
6. Write short notes on (any *two*) : [15]
- (a) Validity of a test
  - (b) Classification of tests
  - (c) Monotony
  - (d) Work curve.



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**[4771]-105**

**MPM (First Sem.) EXAMINATION, 2015**

**105 : LABOUR LAWS-I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. Define the term “Industrial Dispute” and “Worker”. State and explain the duties of Labour Court as one of the authority under Industrial Disputes Act, 1947.
2. What is the procedure for submission of the draft of standing orders and certification of the same by certifying officer under Industrial Employment (Standing Orders) Act, 1946 ?
3. Elaborate the rights of recognised trade unions and also explain the unfair labour practice on the part of trade union under the Maharashtra Recognition of Trade Union and Preventions of Unfair Labour Practices Act, 1971.

P.T.O.

4. State and explain the following provisions under the Industrial Disputes Act, 1947 :
  - (a) Retrenchment and Clousure
  - (b) Lay off and Lock outs.
  
5. What are the circumstances where the registration of the recognised Trade Union gets cancelled ? State the rights of un-recognised trade unions under the Maharashtra Recognition of Trade Union and Preventions of Unfair Labour Practices Act, 1971.
  
6. State and explain any *seven* Act of Misconduct under Industrial Employment (Standing Orders) Act, 1946.
  
7. Write notes on (any *two*) :
  - (a) Duties of Conciliation Officers
  - (b) Principles of Natural Justice
  - (c) Strikes and Prohibition of Strikes
  - (d) Objectives of the Maharashtra Recognition of Trade Union and Preventions of Unfair Labour Practices Act, 1971.

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**[4771]-201**

**MPM (Second Semester) EXAMINATION, 2015**

**201 : LABOUR WELFARE AND INDUSTRIAL HYGIENE**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. (a) Define labour welfare and explain the objectives of labour welfare. [15]
- (b) Describe the theories of labour welfare. [10]
2. Elucidate in detail inter-relationship between welfare and productivity. [15]
3. “Workers participation in management has played vital role in promoting Industrial democracy.” Justify the statement. [15]
4. “Industrialization is the main cause behind pollution and deteriorating social health in developing countries like India.” Justify the statement. [15]

P.T.O.

5. Explain the objectives and structure of ILO and describe the role of ILO in promoting the welfare of the labour. [15]
6. Critically examine labour welfare measures undertaken by the Employer and Government. [15]
7. Write short notes on (any *three*) [15]
- (a) Mental health
  - (b) Workers' education
  - (c) Welfare Provisions under Factories Act 1948
  - (d) Corporate Social Responsibility
  - (e) Industrial social work.

Total No. of Questions—6]

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**[4771]-202**

**MPM (Second Semester) EXAMINATION, 2015**

**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 questions.

(ii) Wherever required draw rough sketches. Graph paper will not be supplied.

(iii) Figures to the right indicate full marks.

1. (a) Given the following frequency distribution draw two types of ogive curves : [10]

| <b>Marks</b> | <b>Frequency</b> |
|--------------|------------------|
| 0—10         | 2                |
| 10—20        | 8                |
| 20—30        | 12               |
| 30—40        | 18               |
| 40—50        | 28               |
| 50—60        | 22               |
| 60—70        | 6                |
| 70—80        | 4                |

P.T.O.

- (b) Explain meaning and significance of research design. [10]
- (c) Explain interview method for collection of data. [5]
2. (a) Distinguish between an experiment and survey ? Also explain survey method of research. [10]
- (b) Write a note on motivation in research. [5]
3. (a) The following table shows survey of 145 people revealed their favorite fruit. Draw pie chart : [10]

| Sr. No. | Fruit     | People |
|---------|-----------|--------|
| 1       | Apple     | 35     |
| 2       | Orange    | 30     |
| 3       | Bannana   | 10     |
| 4       | Kiwifruit | 25     |
| 5       | Blueberry | 40     |
| 6       | Grapes    | 05     |

- (b) Give characteristics of good questionnaire. [5]
4. (a) Describe some of the important research designs used in experimental hypothesis testing research study. [10]
- (b) Distinguish between primary and secondary data. [5]
5. (a) Define sample design and explain different types of sample designs. [10]
- (b) Write a note on quantitative research. [5]
6. Write short notes on (any *three*) : [15]
- (i) Bar charts
- (ii) Sample and population
- (iii) Layout of report
- (iv) Research and scientific method
- (v) Likert-type scale.

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**[4771]-203**

**MPM (Second Semester) EXAMINATION, 2015**

**203 : INDUSTRIAL RELATION AND TRADE**

**UNION MOVEMENT**

**(BOS—Human Resource Management)**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. Define Industrial Relation. Explain its importance.
2. Explain the role of Trade Union in view of globalisation of Indian Economy.
3. “Effective grievance handling system is a tool for avoiding Industrial dispute.” Explain.
4. Explain, how workers’ participation in management can be beneficial to industries.

P.T.O.

5. Define collective bargaining. Explain various steps involved in collective bargaining.
6. What is the role of Personnel Manager in promoting and establishing peaceful industrial relations ?
7. Write short notes on (any *two*) :
  - (a) Works Committee
  - (b) Conciliation and Arbitration
  - (c) Role of judiciary in settling industrial disputes
  - (d) Employee grievance handling procedure.



Total No. of Questions—7]

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**[4771]-204**

**MPM (Second Semester) EXAMINATION, 2015**

**204 : PERSONNEL ADMINISTRATION AND SYSTEM  
PROCEDURES  
(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 Personnel Administration and explain its nature and objectives of Personnel Administration.
2. Explain the need of personnel policy and state its scope in detail.
3. Draft a letter of Appointment for the post of Marketing Executive.
4. Draft a show cause notice to an employee who is absent without intimation for 15 days.

P.T.O.

5. What is Professional Tax ? Why is it necessary to deduct Professional Tax ?
  
6. Write a detailed note on procedure for conducting a domestic enquiry.
  
7. Write short notes on (any *two*) :
  - (a) Promotion and Transfer
  - (b) TDS
  - (c) Merit Rating
  - (d) Minimum and Maximum Bonus.

Total No. of Questions—7]

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**[4771]-205**

**MPM (Second Sem.) EXAMINATION, 2015**

**205 : LABOUR LAWS-II**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. State the scope of Factories Act, 1948 and explain the provisions relating to the welfare measures.
2. State and explain the definition of “Commercial Establishment”. What are the provisions related to Shops and Theatres under the Bombay Shop and Establishment Act ?
3. State the scope and objectives of Information Technology Act, 2000.
4. Write an explanatory note on Digital Signature and Electronic Governance under Information Technology Act.

P.T.O.

5. Define the term wages. Explain any **10** authorized deductions under Payment of Wages Act.
  
6. State the procedure for registration and revocation of registration and its effects under Contract Labour Act, 1970.
  
7. Write short notes on (any *two*) :
  - (a) Factory Inspector
  
  - (b) Central and State Advisory Board under Contract Labour Act
  
  - (c) Certifying Authority under Information Technology Act.

Total No. of Questions—7]

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**[4771]-301**

**MPM (Third Semester) EXAMINATION, 2015**

**301 : TRAINING AND DEVELOPMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. Define training. Explain the advantage of training to the employees and the organization.
2. Bring out the need, criteria and techniques of evaluation of training program.
3. Explain the methods of training. How do the budget and time factor influence training method ?
4. What are the various models of training ? Explain.
5. What role does HR manager play in career development of employees ?

P.T.O.

6. Write a note on various off-the-job training methods.
  
7. Write short notes on (any *two*) :
  - (a) e-learning/online learning
  - (b) Kirkpatrick model of evaluation
  - (c) Andragogy
  - (d) Technology in training.

Total No. of Questions—6]

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**[4771]-302**

**M.P.M. (Third Semester) EXAMINATION, 2015**

**302 : INDUSTRIAL SAFETY MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Q. 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 unsafe acts and unsafe conditions. [10]
2. What are the qualifications required for Safety Officer ? Explain in detail the role and responsibilities of Safety Officer in detail. [20]
3. State basic chemistry of fire. Explain different types of fire and fire extinguishers in detail. [20]
4. Explain Disaster Management with its importance. Explain disaster control action plan. [20]
5. State salient features of Air Pollution Act, 1981 in detail. [20]
6. Write short notes on (any *two*) : [20]
  - (a) Safety training programmes for workers
  - (b) Functions of National Safety Council
  - (c) Role of Government and Management in promoting safety
  - (d) Costs of accidents.

[4771]-302

Total No. of Questions—7]

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[4771]-303

M.P.M. (Third Semester) EXAMINATION, 2015

**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. From the following particular, you are required to work out the earning of a worker in a week under :

(i) Straight piece rate

(ii) Differential piece rate

(iii) Halsey Premium Scheme (50% sharing) and

(iv) Rowan Premium Scheme. :

Weekly working hours 48

Hourly wage rate Rs. 7.50

Piece Rate Rs. 3.00

\* Normal time taken per piece 20 minutes

Normal output per week 120 pieces

Actual output for the week 150 piece

Differential piece rate 80% of the piece rate when output below normal and 120% of piece rate when output above normal. [14]

2. What do you mean by elements of costs ? Explain different elements of cost with suitable example. [14]

3. What are labour turnover ? What are its causes ? Suggest the measures to reduce labour turnover. [14]

4. Write short notes on (any *two*) : [14]

(a) Fringe Benefits

(b) Time Keeping and Time Booking

(c) Idle Time Cost

(d) Labour productivity.

P.T.O.



5. State the merits and demerits of 'Time Rate' and 'Piece Rate' systems of wage payment. Discuss suitability of these systems with examples. [14]
6. Explain the concepts of incentive schemes. Suggest the incentive scheme for employee in service industries. [14]
7. The following information is received from the books of ABC Co. Ltd. for the quarter ending 31st March, 2013 : [14]

| <b>Particular</b>  | <b>Rs.</b> |
|--|------------|
| Stock Material on 31-3-2013                              | 75,000     |
| Purchase of Material                                     | 7,95,000   |
| Stock of Material on 1-1-2013                            | 1,05,000   |
| Travelling Expenses                                      | 5,100      |
| Carriage Inward  | 8,290      |
| Labour, Welfare expenses                                 | 14,200     |
| Depreciation on Plant                                    | 18,000     |
| Factory Rent   | 11,200     |
| Office Rent  | 29,100     |
| Bad Debts  | 9,000      |
| Productive Wages   | 2,27,000   |
| Traveller Salary and Commission                          | 9,000      |
| Expenses regarding purchase of material                  | 4,500      |
| Fuel, Gas and Water                                      | 17,900     |
| Manager's Salary (He Devotes 2/3 of his time to factory) | 18,000     |
| Air Conditioning charges of office                       | 9,000      |
| Outstanding productive wages                             | 33,000     |
| Carriage outward   | 9,150      |
| Sale   | 14,29,500  |

Prepare a Cost sheet giving :

- (a) Prime cost
- (b) Work cost
- (c) Cost of Production
- (d) Total cost.

Total No. of Questions—7]

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**[4771]-304**

**M.P.M. (Third Semester) EXAMINATION, 2015**

**305 : LABOUR LAW-III**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Answer any *Five* questions from the following.

(ii) *All* questions carry equal marks.

1. When is an employer liable and not liable to pay compensation for personal injury to a workman.
2. What are the general benefits under the Employees State Insurance Act, 1948 ?
3. State and explain the provisions for nominations and contributions under the Provident Fund Act.
4. What are the maternity benefits available to women workers under the Maternity Benefit Act, 1961 ?
5. Explain the provision for partial and total disablement under the Workmen's Compensation Act.
6. What are the conditions to be satisfied for the receipt of sickness or disablement benefit ?
7. Write short notes on (any *two*) :
  - (a) Funeral Expenses under ESI
  - (b) Medical Bonus under Maternity Benefit Act
  - (c) Compensation for permanent partial disablement
  - (d) Power of Inspector under Provident Fund Act.

Total No. of Questions—7]

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**[4771]-401**

**M.P.M. (Fourth Semester) EXAMINATION, 2015**  
**401 : ORGANISATION DEVELOPMENT AND QUALITY**  
**MANAGEMENT SYSTEM**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Q. No. 7 is compulsory.

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

(iii) Figures to the right indicate full marks.

1. What is organizational Development ? Explain its significance in detail. [14]
2. Define Quality and bring out the significance of Quality Management System in an Organization. [14]
3. Explain the meaning of Client Consultant relationship and its major challenges. [14]
4. Elaborate Force Field Analysis in O.D. in your own language. [14]
5. What is Team ? What are the stages of Team Development ? Discuss. [14]
6. Discuss Kurt Lewin's concept of O.D. with appropriate illustrations. [14]
7. Write short notes (any *two*) : [14]
  - (a) Change Agent
  - (b) Work Design
  - (c) Role Analysis
  - (d) Quality of Work Life.

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**[4771]-402**

**M.P.M. (Fourth Semester) EXAMINATION, 2015**

**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. Explain the importance of Strategic HRM and discuss in detail, HR Plans and Policies. [14]
2. What is work life balance ? How can an organization improve the quality of work life ? Give suitable examples. [14]
3. “Placement Consultants are the key role player in the recruitment function.” Discuss in detail. [14]
4. “There is linkage between Employee Morale and Organizational Culture.” Explain the statement with suitable examples. [14]
5. Describe in detail the behavioural issues which hampers the strategy implementation. [14]

P.T.O.

6. Elaborate the process of creating a learning organization and state its benefits in the context of employee performance. [14]
7. Write short notes on (any *two*) :
- (a) Executive compensation [7]
  - (b) VRS [7]
  - (c) Succession planning [7]
  - (d) Cross-culture training [7]
  - (e) Performance based pay. [7]

Total No. of Cases—3]

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**[4771]-403**

**M.P.M. (Fourth Semester) EXAMINATION, 2015**  
**403 : CASES IN PERSONNEL MANAGEMENT AND**  
**INDUSTRIAL RELATIONS**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B.** :— (i) Case in Q. No. 1 is compulsory to attempt.

(ii) Attempt any *one* case from the remaining 2 cases in Q. Nos. 2 and 3.

(iii) Figures to the right indicate maximum marks for that question.

**1. Case No. 1**

The Acme People's Bank has been operating successfully for the past twenty five years. Experiencing a phenomenal growth in the market, Acme decided to go in for modernization of its service facilities on a large scale. As a part of the expansion plan, several new members were added to the existing staff. This resulted in changing the social composition of the bank's employees. There were two distinct groups viz. the old ones and the young ones working side by side. The young ones were keen on seizing any opportunity leading to better career prospects. Older employees looked upon the younger ones as smart alecks, Johnny know-all, wanting to change everything and critical of old established ways. The young ones regarded the older guys as faddy daddies settled in their ways and dull.

As a part of modernization programme, Acme installed computers in different sections of the bank. As the general manager put it to the staffers—the computers would speed up the work, increase efficiency and eliminate manual errors. Especially training programmes, free of cost, would be arranged and would help the employees in learning the new required skills. The employees were to be sent for training in teams comprising in five members each. The general manager asked for volunteers. Most of the new recruits volunteered to make up the first few teams.

P.T.O.

A week after the announcement was made a group of the older employees met the general manager and expressed their dissatisfaction over the new plans. They said they had been hired to do a particular job, they had learnt; and mastered it, were good at it and saw no need to change. They refused to attend any training programmes and claimed that they had the union's support. They reminded that general manager of the years of dedicated service they had put in and said that they would be quite happy to continue serving the bank, in the same way.

The same afternoon the general manager met his assistant and the personnel manager to discuss the matter. It was decided that those who did not wish to go in for the training would be deployed elsewhere.

The next day, members of the group which had met the general manager went on a hiccup strike ranging from ten minutes to thirty minutes, causing disruption and delay in work and long queues of irate customers.

*Questions :*

- (i) Give a suitable title to the case and justify your title. [10]
- (ii) How will you bridge the emotional technological gap ? [15]
- (iii) Suggest strategy to overcome resistance to change by older employees. [15]

## 2. Case No. 2

Kapoor hotel is a 3-star hotel providing lodging and boarding. It is a renowned hotel for its service. The business is good. Workers, numbering 87 in all, are happy because Mr. Kapoor takes care of them. There is no strike or work-stoppage for last several years. Mr. Kapoor is now 65 and a patient of diabetes and BP. Mr. Kapoor cannot attend day to day administration of the hotel. He then appointed a manager. The manager could not control the situation and there was discontent among workers. The workers approached Mr. Kapoor and requested him to look into. But Mr. Kapoor is aged and wants to dissociate from business activity. He then terminated the manager and sold the hotel to Vikram group of hotels. The new owner said he would not take old employees and recruit fresh employees. When the workers agitated, the new owner agreed to consider them if they apply and appear for interview and pass the test. The workers refused this and demanded that all workers must be taken over by the new owner. The workers staged a dharana outside the hotel.

*Questions :*

- (i) Give a suitable title to the case and justify your title. [10]
- (ii) What would be your advice to workers ? [10]
- (iii) What would be your advice to new management ? [10]

### 3. Case No. 3

#### Principles of Selection

Granites Ltd. is a 17 years old 50 crore turnover marble manufacturing public limited company employing about 700 workers and 150 staff. All the workers are unionized. Polishing of marble stones is the most skillful production job in the company. The company bought a new polishing machine and trained its existing polishing workers.

One of the existing workers was put on the new machine and his vacancy needed to be filled in. There was an agreement with the union of workers that any vacancy will be filled in alternatively—once from within i.e. the relatives, friends and known persons of existing workers and second from outside i.e. open advertisement etc. As for filling in vacancy from within, there would be a committee consisting of 2 representatives of management and 2 representatives of workers. This vacancy was decided to be filled from within and applications were invited. Total 38 applications were received. The committee was constituted. The committee scrutinized the applications, conducted written test and oral interview and finally recommended 2 candidates to management leaving the choice to management to select one out of the two. Committee said both the candidates were more or less equally well.

Company selected one of the two based upon who was his relative in the company and his record. The candidate joined. But within 15 days that candidate resigned for personal reasons. The vacancy was created once again. This time the management decided to fill in the vacancy from outside and started the process. At this time the second candidate came forward and claimed that the two candidates were more or less equally well and hence he should be employed if the first candidate resigned. Management replied that what was decided that the vacancy will be filled alternatively and this time it is the turn of management.

The union obviously stood behind the candidate. Management was firm on their stand.

#### Questions :

- (i) Why do you feel management was right in their decision ? [12]
- (ii) Why do you feel union and candidate were right in their stand ? [12]
- (iii) What steps you will advise to management to avoid any such situation in future ? [6]



Total No. of Questions—7]

[Total No. of Printed Pages—1

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**[4771]-404**

**M.P.M. (Fourth Semester) EXAMINATION, 2015**

**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. How do the PESTLE elements of Macro marketing environment affect an organization ?
2. “The hierarchy or flow of an organization is determined by its organizational structure.” Explain discussing their different types.
3. “Marketing is a newer concept whereas selling is old.” Discuss other differences.
4. Discuss the various selection and training methods of salesforce within an industry.
5. ABC Company is one of the leading in the Automobile Industry. How would it analyse its competitors in order to stay in market ?
6. Explain the various marketing ethics of marketing organizations.
7. Write short notes on (any *two*) :
  - (i) Marketing Audit
  - (ii) Functions of Marketing
  - (iii) Marketing Control.

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Total No. of Questions—7]

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**[4771]-405**

**M.P.M. (Fourth Semester) EXAMINATION, 2015**

**405 : LABOUR LAW-IV**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. What are the objectives and scope of Payment of Wages Act, 1936 ? Explain the responsibilities of employer under Payment of Wages Act. [14]
2. Explain the meaning of Gratuity along with its payable period. Explain the different provisions for forfeiture of gratuity. [14]
3. Explain the term “Allocable Surplus” and “Computation of Gross Profit” under the Bonus Act, 1965. [14]
4. Explain the meaning of minimum wages. How are the minimum wages fixed ? [14]
5. What are the provisions for payment of Gratuity ? If an employee’s Basic Salary is Rs. 10,400, D.A. Rs. 800 and he leaves an organisation on 18th Nov., 2013, calculate gratuity, if his date of joining is 10th Jan. 1998. [14]

P.T.O.

6. Explain the provisions related to deductions under the Payment of Wages Act, 1936. [14]
7. Write short notes on (any *two*) : [14]
- (i) Set-off and set-on
  - (ii) Definition of Wages
  - (iii) Returns under Payment of Bonus Act
  - (iv) Power of Inspector under Minimum Wages Act, 1948.