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**[4971]-101**

**MPM (First Semester) EXAMINATION, 2016**

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

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Answer any *five*.

(ii) *All* questions carry equal marks.

1. What are the different approaches of management ? Explain any *two* in detail. [14]
2. Define motivation. Explain motives and types of motives in detail. [14]
3. Conflict management skills are key to organizational success. Discuss. [14]
4. What is organizing ? Enumerate various principles of organization. [14]
5. “Leadership is an integral aspect of any enterprize.” Discuss different leadership styles. [14]
6. Write a detailed note on staffing function. [14]
7. Write short notes on : [14]
  - (a) Attributes of Personality
  - (b) Johari Window.

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**[4971]-102**

**M.P.M. (First Semester) EXAMINATION, 2016**  
**102 : INDUSTRIAL AND LABOUR ECONOMICS**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions are compulsory.

1. Define Labour Economics. Explain nature and scope of Labour Economics.
2. Explain Nominal and Real Wages. What are the factors affecting wages ?
3. Explain various measures and policies to increase efficiency of Indian Labour.
4. Define small scale industry and explain the various problems faced by them.
5. Explain the role and importance of Industrial Finance in the development of economy.

P.T.O.

6. What are the causes of Low Industrial Productivity and various measures to improve it.
7. Write short notes on (any *two*) :
- (a) Characteristics of Labour Market
  - (b) Alfred Webber's theory of Industrial Location
  - (c) Problems of small scale industries
  - (d) IRDP, DPAP, NREP.

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**[4971]-103**

**MPM (First Semester) EXAMINATION, 2016**  
**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. (i) Concept of HRM. [4]  
(ii) Function of HRM. [10]
2. (i) Concept of HRP. [4]  
(ii) Process of HRP. [10]
3. (i) Concept of performance management system. [4]  
(ii) First method of modern performance APP. [5]  
(iii) Second method of modern performance appraised. [5]
4. (i) Concept of Training. [3]  
(ii) Importance of training. [4]  
(iii) Methods of training. [7]
5. (i) Defination of dispute. [4]  
(ii) Procedure of dispute settlement. [10]

P.T.O.

6. (i) Concept of collective bargaining. [6]  
(ii) Process of collective bargaining. [8]
7. Write short notes on any *two* :
- (a) Kaizen [7]  
(b) Job description [7]  
(c) Retention of employees [7]  
(d) Dis-missal. [7]

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**[4971]-104**

**MPM (First Semester) EXAMINATION, 2016**

**104 : INDUSTRIAL PSYCHOLOGY**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. (a) Define and explain the nature of Psychology. [10]  
(b) What is Industrial Psychology ? Discuss the importance and scope of Industrial Psychology. [15]
2. Elaborate upon the significance of the differences between male and female organizational working. [15]
3. “Individual behaviour is influenced by Group behaviour.” Discuss the above statement with reference to behaviour in industry. [15]
4. Explain the different types of psychological tests used in industry and discuss the concept of reliability of a test. [15]
5. How does individual and group behaviour differ in an organisation ? Discuss the characteristics of group behaviour. [15]

P.T.O.

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

[15]

- (a) Role of Industrial Psychologist
- (b) Mental Psychology
- (c) Group Dynamics
- (d) Productivity and efficiency
- (e) Research methods in psychology.

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**[4971]-105**

**MPM (First Semester) EXAMINATION, 2016**

**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. Meaning of the term 'Industry'. Explain the authorities mentioned under Industrial Dispute Act, 1947. [14]
2. What are the contents of Standing Orders ? Explain the procedure for registration of standing orders, under the Industrial Employment Act, 1946. [14]
3. What are the various objectives of MRTU and PULP Act ? Explain the rights of recognized and unrecognized trade union under MRTU and PULP Act. [14]
4. Which Act or Omissions on the part of a workman shall amount to misconduct under industrial employment (Standing orders) Act, ? [14]
5. Explain the meaning of industrial dispute and objective of industrial dispute Act, 1947. What are the machinery appointed for settlement of Industrial Dispute ? [14]

P.T.O.



6. Explain the provisions relating to strikes, lockout, layoff and retrenchment under Industrial Dispute Act, 1947. [14]
7. Write short notes on (any *two*) : [14]
- (a) Modification of standing order
  - (b) Principle of natural justice
  - (c) Closure
  - (d) Marks committee.

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**[4971]-201**

**M.P.M. (Second Semester) EXAMINATION, 2016**

**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) Explain the role of non-statutory welfare agencies—Trade Union and NGO's in labour welfare. [15]
- (b) State and explain the objectives of workers participation in management. [10]
2. State various statutory welfare, safety and health provisions under the Factories Act 1948.
3. Discuss the problem of rising urbanization in developing countries due to rapid industrialization and its impact on Social Health. [15]
4. Critically examine labour welfare measures and its execution by the Employer and Government. [15]
5. Discuss the objectives of ILO. Describe in detail the structure and function of ILO. [15]

P.T.O.

- 6.** Labour welfare practices reduce the importance of trade union. Do you agree ? Justify with appropriate reasons. [15]
- 7.** Write short notes on (any *three*) : [15]
- (a) Social security
  - (b) Concept of Worker's education
  - (c) Role of NGO's
  - (d) Corporate social responsibility
  - (e) Welfare officer.

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[4971]-202

**M.P.M. (Second Semester) EXAMINATION, 2016**

**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) Draw sketches wherever required. Graph paper will not be supplied.

(iii) Figures to the right indicate full marks.

1. (a) What is scientific method ? Write down features of scientific method and explain them in brief. [10]

(b) The following table gives marks obtained by 30 students in an examination. Classify the data considering classes 24-25, 26-27, 28-29, ..... Also draw histogram for the data given : [10]

36	38	28	25	32	24
28	33	36	29	24	34
32	26	27	39	20	30
35	24	25	28	27	28
26	32	30	29	31	33

P.T.O.

(c) Write down merits and demerits of sampling over census. [5]

2. (a) 120 students of the college were asked to opt for different work experiences. The data obtained is given below. Represent it using pie diagram : [5]

<b>Area of Work Experience</b>	<b>No. of Students</b>
Photography	6
Clay modelling	30
Kitchen gardening	48
Doll making	12
Book binding	24
Total	120

(b) Explain different steps in research process. [10]

3. (a) Define research design. Discuss features of good research design. [10]

(b) Elaborate quota sampling method. [5]

4. (a) Explain different parts of layout of research report. [10]

(b) Define independent variables, dependent variables, concomitant variables, extraneous variables, treatment. [5]

5. (a) Which are different levels of measurement ? Discuss importance of each one of them in brief. [10]

- (b) Calculate mean, median and mode for the data given : [5]  
Sales (in lakh Rs) : 15, 16, 18, 14, 13, 22, 17, 11, 21, 23.

**6.** Write short notes on any *three* : [15]

- (i) Utility of research
- (ii) Sources of secondary data
- (iii) Likert scale
- (iv) Observation method of primary data collection.

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**[4971]-203**

**M.P.M. (Second Semester) EXAMINATION, 2016**  
**203 : HUMAN RESORUCE MANAGEMENT**  
**(Industrial Relation and Trade Union Movements)**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *five* questions.  
(ii) *All* questions carry equal marks.

1. Explain in brief the role of employee, Employer, trade union and judiciary in maintaining cordial industrial relation.
2. Explain in detail role of trade union in the context of globalization and growth of IT sector.
3. Discuss the meaning and process of collective bargaining in detail.
4. Explain in detail the grievance handling procedure.
5. Explain the various methods used in industry for effective workers participation in various industries.
6. What are the causes of industrial disputes ? Explain the various machineries used in solving industrial disputes.
7. Write short notes on (any *two*) :
  - (a) Employee stock option plan
  - (b) Role of personnel manger in IR
  - (c) Works committee.

Total No. of Questions—7]

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**[4971]-204**

**MPM (Second Semester) EXAMINATION, 2016**

**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 personnel Administration, state its nature and objectives. Explain the change in structure of personnel department in reference to recent organisation set-up.
2. What are Personnel Policies, Explain its objectives, and its importance in an organisation.
3. Draft a letter of promotion to Mr. Rajiv Saxena, who is being promoted to Senior Executive R & D stating details of salary structure.
4. Issue a show-cause notice to a machine-operator, who disobeyed his supervisor by not accepting the instructions.
5. Explain Job-analysis in detail, how does Job description and Job-specification play important role in Job-analysis.

P.T.O.



6. What is Domestic enquiry ? State an example of domestic enquiry.
7. Short notes (any *two*) :
- (a) Principles of natural justice
  - (b) Merit Rating
  - (c) P.F. and ESI returns
  - (d) Inquiry procedures.

Total No. of Questions—7]

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**[4971]-205**

**MPM (Second Semester) EXAMINATION, 2016**

**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. Define factory. What are the provisions made for Health under factories Act, 1948 ?
2. Explain “Commercial Establishment”. What are the provisions related to Restaurants and shops under Bombay shop establishment Act.
3. Write explanatory note on Digital signature and Electronic Governance under Information Techonolgy Act.
4. Define the term wages. State the objectives of Payment of wages Act and explain any five authorized deductions under the Act.
5. State the procedure for registration and revocation of registration and its effect under contract Labour Act, 1970.

P.T.O.

6. "Employee welfare should be given importance". Explain the statements in light of the provisions for welfare under Factories Act, 1948.
7. Write short notes on (any *two*) :
- (a) Factory Inspector
  - (b) Certifying authority under IT Act
  - (c) Contract Labour and Principal Employer.

Total No. of Questions—7]

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[4971]-301

**MPM (Third Semester) EXAMINATION, 2016**

**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. Discuss the steps in training process of training and development in detail with the help of charts.
3. What role do HR manager play in career development of employees ?
4. Distinguish between the following :
  - (a) Training and development
  - (b) On-the-job and off-the-job training methods.
5. Why is employee orientation important process ? What are the benefits of a properly conducted orientation program ?

P.T.O.

6. Describe Kirkpatrick model of training evaluation.

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

(a) Andragogy

(b) Theories of learning

(c) Importance of training

(d) Distance learning.

Total No. of Questions—6]

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**[4971]-302**

**M.P.M. (Third Semester) EXAMINATION, 2016**

**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.

(iii) Figures to the right indicate full marks.

1. What is Industrial Safety ? Explain in detail unsafe actions and unsafe condition. [10]
2. What are the causes of environment pollution ? Explain Environment Protection Act. [20]
3. Explain role of Government, Management and Union in maintaining safety in industries. [20]
4. State salient features of Air Pollution Act, 1981. [20]
5. Discuss various types of fire and prevention measures to extinguish each type of fire. [20]

P.T.O.

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

[20]

- (a) Qualification and duties of safety officer
- (b) Disaster management
- (c) Cost of accidents
- (d) National safety council.

Total No. of Questions—7]

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**[4971]-303**

**MPM (Third Semester) EXAMINATION, 2016**

**303 : LABOUR COSTING AND COMPENSATION MANAGEMENT  
(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

- N.B. :—** (i) Q. No. 1 is compulsory.  
(ii) Answer any *four* from the rest.  
(iii) *All* questions carry equal marks.

1. Standard time allocated for a job is 20 hours and the rate per hour is Rs.1 plus a dearness allowance at 30 paise per hour worked. Actual time taken by a worker is 15 hours

Calculate earnings under

- (a) Time wage system [3]  
(b) Piece wage system [3]  
(c) Halsey plan [4]  
(d) Rowan scheme [4]

2. Define labour productivity. Explain various determinants of labour Productivity. [14]

3. The following data have been extracted from the books of M/s Blind Lady Ltd., for the year 2010

<b>Particulars</b>	<b>Rs.</b>
Opening stock of raw materials	25,000
Purchases of raw material	85,000

P.T.O.



Closing stock of raw material	40,000
Carriage inward	5,000
Wages - Direct	75,000
- Indirect	10,000
Other Direct expenses	15,000
Rent & rates -Factory	5,000
Office	500
Indirect materials	500
Depreciation Plant	1,500
Office furniture	100
Salary -Office	2,500
Salesman	2,000
Other factory expenses	5,700
Other office expenses	900
Managing Director's remuneration	12,000
Other selling expenses	1,000
Traveling expenses of salesman	1,100
Carriage & freight outward	1,000
Sales	2,50,000
Advance Income Tax paid	15,000
Advertisement	2,000

Managing Director's remuneration is to be allocated Rs. 4,000 to factory Rs. 2,000 to office and Rs. 6,000 to selling Dept. From the above information. Calculate :

(a) Prime Cost

- (b) Works cost
  - (c) Cost of Production
  - (d) Cost of sales
  - (e) Net Profit. [14]
4. Write short notes on (any *two*) : [14]
- (a) Labour Turnover
  - (b) Fringe Benefits
  - (c) Fixed and variable costs
  - (d) Over time.
5. Why is cost accounting necessary ? State the steps to be taken for the installation of cost accounting system. [14]
6. Explain the characteristics of a well designed wage incentive plan briefly. [14]
7. Explain the concepts : [14]
- (a) Determining principle of compensation
  - (b) Time Keeping and Time Booking.

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[4971]-304

**MPM (Part II) (Third Semester) EXAMINATION, 2016**  
**305 : LABOUR LAW—III**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Define the terms under ESI's Act (any *two*) : [14]
  - (a) Contribution period
  - (b) Benefit period
  - (c) Principal Employer.
  
2. Distinguish between 'Partial disablement' and 'Total disablement'. [14]
  
3. Under what circumstances can any workman claim compensation from the employer even if he engaged by contractor ? [14]
  
4. (a) Explain objective and scope of Employee's Provident funds Act, 1952. [7]  
(b) Explain the following terms under Employees Provident Funds Act, 1952 (any *two*) : [7]
  - (i) Basic wages
  - (ii) Exempted employee
  - (iii) Executive committee.

P.T.O.

5. What is the benefits and eligibility requirement for maternity benefit ? [14]
6. Explain important provisions of the Employee's Provident Funds Act, 1952. [14]
7. Write short notes on (any *two*) : [14]
- (a) Powers of P.F. Commissioner
  - (b) Permanent total disablement
  - (c) Accident arising out of and in the course of employment
  - (d) Employee family pension scheme.

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[4971]-401

**M.P.M. (Fourth Semester) EXAMINATION, 2016**

**401 : ORGANIZATION DEVELOPMENT AND QUALITY**

**MANAGEMENT SYSTEM**

**(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 'Organization Development'. Explain the importance of value in OD. [14]
2. Explain the process of OD in detail. [14]
3. Explain the role of applied behavioural science in OD. [14]
4. Discuss the challenges faced by an OD consultant. [14]
5. What is the role of Work Life Balance with special reference to women employees. [14]

P.T.O.

6. Explain the working of quality circles in detail. [14]
7. Write short notes on (any *two*) : [14]
- (i) Survey feedback
  - (ii) Self managed team
  - (iii) Suggestion scheme
  - (iv) Force field analysis.

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**[4971]-402**

**M.P.M. (Fourth Semester) EXAMINATION, 2016**

**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 concept of business and corporate strategies with respect to SHRM.
2. What is work life balance ? How can quality of work life be achieved?
3. Explain the importance of succession planning and process of succession planning.
4. What are the reasons for HR outsourcing ? Enumerate the criticism related to outsourcing.
5. How to retain the employee to satisfy them ?
6. What are personal values and business ethics ? What is the importance of business ethics in corporate world ?

P.T.O.

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

- (1) Organizational culture
- (2) Global sourcing of labour
- (3) Competency mapping
- (4) Employee morale.



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[4971]-403

**MPM (Fourth Semester) EXAMINATION, 2016**

**403 : CASES STUDIES IN PERSONNEL MANAGEMENT AND  
INDUSTRIAL RELATIONS**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

- N.B. :—** (i) Attempt any *two* cases.  
(ii) *All* cases carry equal marks.  
(iii) Figures to the right indicate maximum marks for that question.

**Case I :**

Automation Systems Ltd. (ASL) had developed its strategy for the fourth coming negotiation with the Tele-communication Workers (TWA). The company manufactured and marketed a line of cellular phone; it had managed to create an image as procedure of top-of-the line compact cellular phones. Its most recent introduction was a unit that utilised a voice print to allow the owner to transmit a variety of messages to anyone on list phone numbers by voice command. ASL has aggressively completed in the telecommunications market through quality, low cost and innovation. The TWA has represented ASL's technical, production and maintenance employees

P.T.O.

(800) since the company was founded 10 years ago. The union and the company had a reasonably accommodative relationship, and they had negotiated agreements every three years without any interruption of production. There were periods of unrest, such as the time the company sought a 10% voluntary pay cut midway through the contract in 1997. But when the union threatened to strike, the company cancelled the 10% pay cut.

Both parties recognised that this negotiation would be tough. Demand for cellular phones had slackened and foreign competition from an MNC's was eroding ASI's market share. To be cost effective, ASL realised that it would have to win concessions from the union of gain flexibility. The union was also under a lot of pressure from its members to push for job security measures and preserve single benefits programmes they had fought so hard to win.

Going to negotiations, ASL focused on its corporate strategy to be cost effective and offer the highest quality advanced technology. ASL's bargaining team set its own strategy to gain flexibility with its direction of work force while at the same time reducing the cost associated with the production and distribution of its products. To implement its strategy, the bargaining team decided to thrust on three important areas in negotiations : Firstly it would

seek to compress the 30 existing job classifications into two broad classifications :

- (a) Production where all former fabrication sun assembly and inspection classifications would fit and
- (b) Technicians, where all farmers' craft, repair and installation classification would maintain. By this the company would be able to rotate job assignments, Cross-train employees and operate on a team concept.

Secondly, the bargaining team planned to introduce health care programme. The current hospital-medical-surgical programme including major medical was completely paid for the company and every expense was covered. In the last two years the health care coverage amounted to 30% of payroll. These cost had to be cut the bargaining team would demand employee participation in the plan through a 50-50 sharing of premiums.

Finally, ASI, wish to remove any contractual restrictions concept contracting of low skilled or menial tasks. The team felt that contractor's rates were low as compare to the full time employees on the master role.

The TWA has its agenda too. Job security was its major concern. Layouts and job illuminations has eroded the unit from 1100-800.

To preserve the job security the TWA would restrict the company from laying off the employees except for the sales declines of 10% or more using the starting date of contract as a base. The union would also insist that the company should pay full cost of health care plan and make no change in benefits.

At the bargaining table the strategy of the company was to put on non-economic issues first. In addition company also times their offers. Management also used the committee quite efficiently to gain team consensus on particular issues.

On the other hand, the union negotiations were poorly organised. On several occasions during bargaining sessions, they argued amongst themselves over fundamental differences on issues. The union introduced the issue of no layoff near the contract settlement deadline. Here they presented a united front. They were adamant that the company could not layoff any employees unless there was 10% loss of sales. But the company insisted that it could not relinquish its right to layoff at its discretion.

As the deadline approached the negotiations still had not discussed health care plan and a likely symbols were observed.

**Questions :**

- (i) What can the Union realistically expect to get out of the situation ? How should it bargain to get those things ? [15]

(ii) Do you think a strike is inevitable in this situation ?  
Why ? [15]

(iii) Give suitable title to this case. [5]

**Case II :**

Hind Natural Gas Co. is a company engaged in storage and distribution of gas cylinders. It employs 27 workers and 5 staff. Since the work requires utmost safety and alertness, management prescribed strict rules of behaviour. Smoking and use of mobile were strictly prohibited on the premises.

One day a worker received a call from his house on his mobile and he started talking over phone. The matter was his child was sick and serious and he needed reports every now and then. Not knowing this, the supervisor yelled at the worker and reprimanded him for his use of mobile. The worker pleaded guilty and begged for pardon. But the supervisor maintained that violation of rule must be greeted with punishment.

By this time all workers present over there gathered and tried to console the supervisor. Instead of thinking, the supervisor went to manager to complain against the worker. All other workers went behind the supervisor and waited outside the cabin of manager.

After about 10 minutes the manager came out and told workers to go back to work. But workers were interested in knowing action

against the worker. They said this to the manager. But the manager warned them that if they do not go back to work immediately, they will be treated as on strike and the strike is illegal for which strict action will be taken against all workers.

Workers requested the manager to consider the case sympathetically and assured the manager that once the case is decided they would immediately go back to work. Manager did not decide the punishment for that worker and workers kept waiting outside the cabin of manager.

**Questions :**

- (i) Was it right for the workers to wait outside the cabin of manager, in spite of warnings ? [12]
- (ii) How far supervisor and manager were right in their decisions ? [12]
- (iii) If you were the HR manager there, how would you have handled the situation ? [11]

**Case III :**

J.K. Company Limited is a large Private Limited company employing more than 70 workers in the cargo business with branches throughout South India, with its head office in Madurai. The Madras head office had to face a peculiar problem. The office had eight office assistants,

three supervisors and a manager. The assistant's job was to book cargo, delivery, canvassing, etc. This formed bulk of days' work. The supervisors were there to sign important documents, take decisions, and supervise cargo movement and to attend to customer complaints. This system was prevalent in the system for quite some time, but now here in the employment letter to the supervisor, was it stated that the supervisors need to attend to the counters. Their employment letter stated that they will continue to perform the duties of assistant as well as supervisors.

Out of the eight assistants, three were promoted as supervisors and only five assistants were there to attend the counters. The three promoted supervisors, when asked to man the counters refused to do so since the previous supervisors did not do so. When this problem was brought to the notice of the manager, the manager decided that the supervisors need not attend to the counters. His view was that the supervisory staff deserves certain privileges on promotion after ten to fifteen years of services.

As a result of this, workload increased on the assistants : Customer complaints began to increase and lot of friction developed among the assistants and supervisors. When the management requested to give more assistants in order to ease the situation, they refused

and asked manager to work with the existing staff since there was a shortage of staff in other branches.

**Questions :**

- (i) Is the manager's action justified/ If not, what is alternative action available to him ? [10]
- (ii) What should supervisor have done to ease the situation ? [10]
- (iii) What action should the management take in order that such situations do not arise in other branches also ? [15]



Total No. of Questions—7]

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**[4971]-404**

**M.P.M. (Fourth Semester) EXAMINATION, 2016**  
**404 : MARKETING MANAGEMENT**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any 5 questions.

(ii) All questions carry equal marks.

1. What is marketing organisation structure. Discuss its different types.
2. What is the purpose of analysing the marketing environment ? Explain its different types with example.
3. Discuss the monetary as well as non-monetary methods of motivating the sales force with suitable examples.
4. Define training of sales force. Design the training modules of electronic appliances company.
5. Define marketing. Explain various types of marketing concepts.
6. Write a detailed note on ethical and social responsibilities of marketing organisations.
7. Write short notes on (any *two*) :
  - (a) Contents of marketing plan
  - (b) Marketing audit
  - (c) Competitive analysis.

Total No. of Questions—7]

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**[4971]-405**

**MPM (Fourth Semester) EXAMINATION, 2016**

**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, Discuss the responsibilities of employee under this Law. [14]
2. An employee joins an organisation on 1<sup>st</sup> April, 1982 and retires on 31/10/2012, his basic is 18,500 and DA is 12% of basic. Calculate the gratuity payable to him. [14]
3. Explain provisions for “set off” and “set on” under the payment of Bonus Act 1965. [14]
4. Explain in detail the procedure for fixation of minimum wages. [14]
5. Explain in detail, conditions for forfeiture of Gratuity ? [14]

P.T.O.

- 6.** What are the different deductions from salaries under the payment of Wages Act 1936 ? [14]
- 7.** Write short notes on : [14]
- (a) Maximum and minimum bonus
  - (b) Computation of allocable surplus
  - (c) Powers of Inspector under Minimum Wages Act 1948
  - (d) Claim for Gratuity.