[Total No. of Printed Pages-2

Seat	
No.	

## [5466]-11

# MPM (I Semester) EXAMINATION, 2018 PRINCIPLES AND PRACTICES OF MANAGEMENT AND OB (101) (2008 PATTERN)

Time	e : Thre	e Hours	8		Maximum	Marks	: 70
<i>N.B</i> .	<b>:</b> ( <i>i</i> )	Q. N	o. <b>1</b> is com	pulsory.			
	(ii)	) Assun	ne any <i>five</i>	from the	remaining.		
1.	(A) Ex	plain Be	havioral Scl	nool of Mar	nagement.		[10]
	(B) Ex	plain Mo	odels of OB	•			[10]
2.	Explain	Henry F	Fayol's Princ	iples of Ma	anagement.		[10]
3.	Define M	lotives. E	xplain Prim	ary and Sec	ondary motives	with sui	table
	examples	s.					[10]
4.	Explain	the cond	cepts of Cer	ntrialization	and Decentra	alization.	[10]
5.	Explain	Maslow's	s Theory of	Motivation			[10]
6.	Explain	the natur	re and scope	of leading f	function of Mar	C	[10] P.T.O.
						I	.1.0.

- 7. What is meant by conflicts ? Explain traditional Vs. modern view of conflict. [10]
- 8. Write notes on : [10]
  - (a) Ego states
  - (b) Organization structures.

Seat	
No.	

## [5466]-12

# MPM (First Semester) EXAMINATION, 2018 103 : INDUSTRIAL AND LABOUR ECONOMICS (2008 PATTERN)

Time : Three HoursMaximum Marks : 70

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

- (ii) All questions carry equal marks.
- 1. Define 'Labour Market'. What are the indicators of imperfectness of Indian Labour Market ?
- 2. "Industrialisation is key to economic development." Discuss.
- **3.** Explain the concept of unemployment w.r.t. meaning, types, effects and measures to remove.
- 4. Define 'SSI'. Describe the role of SSI in the Indian economy.
- 5. Critically assess the performance of public sector in India.

- 6. What are the problems of female and child labour in India ? Suggest measure to solve the problems.
- 7. Write notes on any two :
  - (a) Factors leading to wage differentials
  - (b) Sources of industrial finance in India
  - (c) Services sector in India
  - (d) Foreign exchange market.

Seat	
No.	

## [5466]-13

## M.P.M. (I Semester) EXAMINATION, 2018 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. What is Human Resource Management ? Explain the functions of Human Resource Management and role of HR Manager.
- 2. Define Human Resource Planning. Explain the process of Human Resource Planning with demand and supply forecasting techniques.
- **3.** Explain the various methods of training and technique to evaluate the training.
- 4. What is performance appraisal ? Explain the objectives, process and modern methods of performance appraisal.
- 5. Explain the sources of recruitment and process of selection with interview techniques.
- **6.** Define career planning. Explain the stages and techniques of career planning.

- 7. Write short notes on (any two):
  - (a) Job Analysis
  - (b) Settlement of industrial disputes
  - (c) Types of separations
  - (d) Objectives and steps of induction programmes.

[Total No. of Printed Pages-2

Seat No.

## [5466]-14

# MPM (I-Semester) EXAMINATION, 2018 104 : INDUSTRIAL PSYCHOLOGY

### (2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- **N.B.** :- (i) Question No. 1 is compulsory.
  - (ii) Attempt any three questions from Q. No. 2 to Q. No. 7.
  - (*iii*) Figures to the right indicate full marks.
- (a) Define Industrial Psychology and explain the nature and scope of industrial psychology in industry. [15]
  - (b) "Individual differences are the foundation of psychology".Discuss. [10]
- 2. Define psychology and explain the subfields of psychology. [15]
- Explain individual and group behaviour. Discuss the interaction between individual and group behaviour. [15]
- 4. "Psychology has an impact on productivity and efficiency". Comment.[15]
- 5. What is group dynamics ? Explain the stages in group formation with examples. [15]

- 6. What is psychological testing ? Explain various measures for improving the effectiveness of tests. [15]
- 7. Write short notes on (any *three*) : [15]
  - (a) Mental Psychology
  - (b) Individual behaviour
  - (c) Nature of Psychology
  - (d) Individual in Industry
  - (e) Methods in Psychology.

[Total No. of Printed Pages-2

Seat	
No.	

## [5466]-15

M.P.M. (First Semester) EXAMINATION, 2018

### 105 : LABOUR LAW-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 'Industry'. State the authorities mentioned under Industrial Disputes Act. [15]
- 2. What are the rights of Unrecognised Trade Unions ? State and explain the rights of recognised union under Maharashtra Recognition of Trade Unions and Prevention of Unfair Labour Practices Act. [15]
- Explain the provisions for modification of standing orders, display of standing orders and powers of certifying officer under Industrial Employment (Standing Orders) Act. [15]
- 4. What are the provisions for Strikes, Lock-outs and Closure under Industrial Disputes Act ? [15]

- 5. Which acts or omission on the part of workman shall amount to misconduct under Industrial Employment (Standing Orders) Act ?
  [15]
- 6. State the circumstances in which the registration of the recognized union can be cancelled Industrial Court ? Explain various obligations of a recognized Trade Union under Trade Unions and Prevention of Unfair Labour Practices Act. [15]
- 7. Write short notes on (any two): [10]
  - (*i*) Retrenchment
  - (ii) Transfer of undertaking
  - (iii) Principles of Natural Justice
  - (iv) Unfair Labour Practice.

Seat	
No.	

## [5466]-21

# M.P.M. (Second Semester) EXAMINATION, 2018 201 : LABOUR WELFARE AND INDUSTRIAL HYGIENE (2008 PATTERN)

Time : Three HoursMaximum Marks : 70

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

(ii) Attempt any three from the remaining.

 (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 a 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]

- 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 welfare measures undertaken by the Employer and Government. [15]
- 7. Write short notes on (any *three*) : [15]
  - (a) Mental health
  - (b) Workers' education and Training
  - (c) Safety Provisions under Factories Act
  - (d) Corporate Social Responsibility.
  - (e) Industrial social work.

Seat	
No.	

## [5466]-22

## MPM (Second Semester) EXAMINATION, 2018 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)Construct frequency table from the following data regarding profit in thousands of Rs. 50 firms taking 25-34, 35-44, etc. as class interval. Draw Histogram : [10]

	( <i>b</i> )	Define research design. Discuss features of good research
		design. [10]
	( <i>c</i> )	Give characteristics of good questionnaire. [5]
2.	<i>(a)</i>	Explain different steps in research process. [10]
	( <i>b</i> )	Write merits and demerits of sampling versus census. [5]
3.	<i>(a)</i>	Explain different parts of layout of research report. [10]
	( <i>b</i> )	Explain interview method for collection of data. [5]
	( )	

4. (a) The following table shows survey of 145 people revealed their favourite fruit. Draw pie-chart. [10]

Sr. No.	Fruit	People
1	Pine-apple	35
2	Banana	30
3	Orange	10
4	Grapes	25
5	Mango	40
6	Blue berry	05

(b) Write a note on observation method of primary data collection. [5]

- (a) What is Hypothesis ? Explain qualities of good hypothesis. [10]
  (b) Write a note on different levels of measurement. [5]
- 6. Write short notes on (any three) :

[15]

- (*i*) Sampling
- (ii) Rating Scales
- (iii) Quantitative Research
- (iv) Chi-square Test
- (v) Telephonic Interview.

[Total No. of Printed Pages-2

Seat	
No.	

## [5466]-23

## MPM (II Semester) EXAMINATION, 2018 203 : INDUSTRIAL RELATIONS AND TRADE UNION MOVEMENTS (2008 PATTERN)

Time : Three HoursMaximum Marks : 70

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

- (ii) All questions carry equal marks.
- Industrial Relations in India are mostly governed by labour legislations.
   Give your comments with reference to various labour laws.
- 2. Explain provisions of section 7 of the Industrial dispute Act providing various agencies for resolving industrial disputes.
- **3.** Collective Bargaining is the best method to resolve disputes between management and union. Comment.
- 4. What are the reasons for ineffectiveness of union particularly in last decade ?
- 5. What is the role of IR manager in maintaining harmonious industrial relations in the organisation.

- **6.** Explain the various methods used in industry for effective workers participation in various activities.
- 7. Write short notes on (any two) :
  - (a) Role of Judiciary in settling Industrial disputes
  - (b) Employee stock option plan (ESOP)
  - (c) Principles of Collective Bargaining

Seat	
No.	

## [5466]-24

## MPM (II Semester) EXAMINATION, 2018 204 : PERSONNEL ADMINISTRATION, SYSTEM AND PROCEDURE (2008 PATTERN)

**Time : Three Hours** 

Maximum Marks : 70

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

(*ii*) Answer any *three* from the rest.

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

1. (a) What do you understand by Personnel Administration ? Explain nature and scope of Personnel Administration. [15]

- (b) What is Personnel Policy ? Why is it required ? Describe scope and content of ideal Personnel Policy. [10]
- (a) Differentiate between show cause notice and charge sheet. [5]
  (b) Case : Mr. Hari (Ticket No. 13302) working in Welding Dept. of M/s ABC Company was caught by security person, taking away valuable component (Employers Property) costing ₹ 25,000 at the closure of the 1st shift at 8.00 pm on 1st April, 2006. Explain how would you initiate disciplinary action as a Personnel Manager. [10]

- **3.** (a) What are the important points the appointment letter should possess ? [8]
  - (b) What are the objectives of any transfer order ? Write a sample of transfer order. [7]
- 4. Describe the responsibility and procedure of the Personnel Department in maintenance of statutory returns, TDS, Gratuity and Professional tax. [15]
- 5. Write short notes on (any *three*) : [15]
  - (a) Merit rating
  - (b) Job enlargement
  - (c) Job enrichment
  - (d) Job rotation
  - (e) Memo.

Seat	
No.	

## [5466]-25

M.P.M. (Second Semester) EXAMINATION, 2018

### 205 : LABOUR LAWS-II

### (2008 PATTERN)

Time : Three HoursMaximum Marks : 70

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

- (*ii*) All questions carry equal marks.
- 1. State the scope and objectives of Factories Act, 1948 and explain the process of registration, licensing and registration.
- 2. Who is contractor ? Explain responsibilities of Contractor under Contract Labour Act.
- **3.** (a) State the scope and objectives of Information Technology Act, 2000.
  - (b) Explain in detail the concept of electronic governance.
- 4. State the procedure for registration and revocation of registration and its effects under Contract Labour (R & A) Act, 1970.

- 5. State the objectives of Payment of Wages Act. Explain any *seven* authorized deduction from wages under Payment of Wages Act, 1936.
- 6. Write short notes on (any two) :
  - (i) Certifying Surgeon
  - (ii) P. F. Returns
  - (iii) Steps involved in the calculation of Gratuity and Bonus
  - (iv) Merit Rating.

[Total No. of Printed Pages-2

Seat	
No.	

## [5466]-31

## MPM (III Semester) EXAMINATION, 2018 TRAINING AND DEVELOPMENT (301) (2008 PATTERN)

### (2000 1111

**Time : Three Hours** 

Maximum Marks : 70

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

- (ii) All questions carry equal marks.
- 1. (a) What is Training ? Explain the need and objectives of Training.
  - (b) Explain the difference between Training, Education, Learning and Development.
- 2. Explain the techniques to identify and determine Training needs.
- 3. Explain in detail about on the job and off the job training methods.
- 4. Define learning. Explain the principles of learning and social learning theory.
- 5. What is training evaluation ? Explain the needs and techniques to evaluate training.

- **6.** Define Management Development. Explain the importance of Management development programme in detail.
- 7. Write short notes on (any two) :
  - (1) Training budget
  - (2) Andragogy
  - (3) Reasons for resisting training
  - (4) Kirkpatrick model of evaluation.

Seat	
No.	

## [5466]-32

### MPM (Third Semester) EXAMINATION, 2018

**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. Explain the causes of accidents and suggest preventive measures to avoid them. [10]
- 2. State salient features of Air Pollution Act, 1981. [20]
- **3.** Discuss the types of fire and preventive measures to extinguish each type of fire. [20]
- 4. What are the duties and responsibilities of safety officer ? What qualifications are required for safety officer ? [20]

- Explain in detail Environment Protection Act, 1986 with reference to definition, handling hazardous substances and penalties for contravention of the Act. [20]
- 6. Write short notes on (any two): [20]
  - (a) Safety committee
  - (b) Effect of noise and its control
  - (c) Training of employees for safety
  - (d) Cost of accidents.

[Total No. of Printed Pages-3

Seat	
No.	

## [5466]-33

# M.P.M. (III Semester) EXAMINATION, 2018 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 particulars, you are required to work out the earning of a worker a week under :
  - (i) Straight Piece rate,
  - (ii) Differential piece rate,
  - (iii) Halsey Premium Scheme (50% sharing) and
  - (iv)Rowan Premium scheme : 48 Weekly working hours Hourly wage rate Rs. 12 Rs. 3.00 Piece Rate Normal time taken per piece 20 minutes Normal output per week 120 pieces Actual output for the week 150 pieces Differential piece rate 80% of the piece rate when output below normal and 120 % of piece rate when output above normal.
- 2. What do you mean by Compensation ? State the principles of determination of compensation.

- **3.** Explain the following concepts in detail :
  - (a) Labour Turnover
  - (b) Overtime and Idle Time
- 4. State the merits and demerits of 'Time Rate' and 'Piece Rate' systems of wage payment. Discuss suitability of these systems with examples.
- 5. Explain various components of salaries and wages. State the various permissible deductions from salaries and wages.
- 6. What do you mean by elements of costs ? Explain different elements of cost with suitable example.
- 7. The following information is received from the books of ABC Co. Ltd. for the quarter ending 31st March 2018 :

Particulars	Rs.
Stock Material on 31.3.2018	75,000
Purchase of Material	7,95,000
Stock of Material on 01.04.2017	1,00,000
Travelling Expenses	4,000
Carriage Inward	8,290
Labor, Welfare expenses	14,200
Depreciation on Plant	15,000
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
Director Fee	8,700

[5466]-33

Fuel, Gas and Water15,000Manager's Salary (He devotes 2/3 of his time to factory)18,000Air Conditioning charges of office12,000Outstanding productive wages33,000Carriage outward9,150Sale1,42,29,500

Prepare a cost sheet giving :

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

[Total No. of Printed Pages-2

## Seat No.

## [5466]-34

## M.P.M. (Third Semester) EXAMINATION, 2018 305 : LABOUR LAWS—III

### (2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- **N.B.** :- (i) Answer any five questions.
  - (ii) All questions carry equal marks.
  - (*iii*) Diagrammatic representation and figures to the right indicate full marks.
- Describe the powers under the Employee's Provident Funds Act, 1952. [14]
- 2. What are the different types of benefits under Employee's State Insurance Act, 1948 ? [14]
- 3. Define terms under Workman's Compensation Act, 1923 : [14]
  - (i) Partial disablement
  - (ii) Temporary partial disablement
  - (iii) Permanent partial disablement.
- 4. What are the conditions for the payment of maternity benefit under Maternity Benefit Act, 1961 ? [14]

- 5. State scope and objectives of the Workmen's Compensation Act, 1923. [14]
- 6. What are the powers and duties of Employee's State Insurance Act, 1948 ? [14]
- 7. Write short notes on (any two): [14]
  - (a) Funeral Expenses under ESI Act, 1948
  - (b) Forfeiture of Maternity Benefits
  - (c) Employee Family Pension Scheme
  - (d) Total Disablement.

[Total No. of Printed Pages-2

Seat	
No.	

## [5466]-41

# M.P.M. (Fourth Semester) EXAMINATION, 2018 401 : ORGANISATIONAL DEVELOPMENT AND QUALITY MANAGEMENT SYSTEM

### (2008 **PATTERN**)

#### Time : Three Hours Maximum Marks : 70

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

- Figures to the right indicate full marks. (ii)
- 1. Define "Organization Development." Explain its need and importance. [14]
- How do values and assumptions help the OD process ? 2. [14]
- 3. Explain the importance of T-Group in OD. [14]
- Discuss objectives and principles of TQM. 4. [14]
- 5. Do you think the organization development is relevant in today's business environment ? Explain. [14]

- 6. Describe the process of action research in detail. [14]
  7. Write short notes on (any two) : [14]
  (a) Kaizen
  (b) Suggestion schemes
  - (c) Work redesign
  - (d) Just in time.

Seat	
No.	

## [5466]-42

# MPM (Fourth Semester) EXAMINATION, 2018 402 : STRATEGIC HRM AND CORPORATE PLANNING (2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

- (ii) All questions carry equal marks.
- 1. Define the term "Strategic HRM" with its need and importance in today's modern era.
- **2.** Mention the various factors affecting HR environment with any suitable examples.
- **3.** Describe in detail-work life balance, its effect on the industry with suitable supporting examples.
- **4.** What is succession planning ? Explain how it helps in improving the organization's leadership and future.
- 5. Explain the various Reward and Compensation strategies in Manufacturing Sectors.

- 6. Explain in detail the causes and effects of retrenchment and outsourcing.
- 7. Write short notes on (any two):
  - (i) Variable Pay
  - (ii) Employee Involvement
  - (*iii*) Business Ethics
  - (iv) Human Side of Mergers and Acquisitions.

Seat	
No.	

## [5466]-43

## MPM (Fourth Semester) EXAMINATION, 2018 403 : CASES IN PERSONNEL MANAGEMENT AND INDUSTRIAL RELATIONS

#### (2008 PATTERN)

**Time : Three Hours** 

#### Maximum Marks : 70

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

- (ii) Attempt any one from the remaining 2 cases in Q. No. 2 and Q. No. 3.
- 1. Case No. 1 : Kapoor Hotel is a B 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 B.P. 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 stayed 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 ? [20]
- 2. Case No. 2 : Air Production Company Ltd. is an engineering company employing 40 permanent and 30 contract workers apart from staff and officers. The products of company, i.e. IT related furniture are sold all over India and are also exported to European countries and U.S.A. The company is enjoying good status for quality products. As is known, there was slump in IT industry by all countries imposing restrictions on the imports. Consequently, this company received a severe set bank as there was minimal market. Production came down substantially.

In view of the restricted orders. The company decided to reduce its costs on all fronts. As for the employment was concerned it stopped all contract workers and stopped overtime to permanent workers. It stopped all advances and extra welfare amenities. Somehow, wages were paid in time, but there was heavy pressure on the company in managing cash. When the situation did not improve for some time, the company decided to take further steps. It decided to give lay off to workers. All 40 workers were affected and they were laid off for about 45 days during last three months.

The workers are unionized and the union has a strong political support. In view of the worldwide situation, the union did not resent so far cooperated with the company.

Company wants to take further steps because there is fund crisis. *Questions* :

- (i) Give a suitable title to the case and justify your title. [10]
- (*ii*) What steps next you would advise the company ? [10]
- (iii) How would you deal with the union in further steps ? [10]

### 3. Case No. 3 : Lockout

Indian Engineering Corporation Ltd. is an engineering company and nearly half of its products are exported. Company employs nearly 1000 workers and 200 management staff. A strong union operates in the company. Union-Management relations are based on legal rights and obligations.

It was the time for new wage settlement as the existing one expired. The workers elected a negotiating committee. The committee submitted its Charter of demands to management, which included many new and novel demands such as cinema tickets once a month, family excursion twice a year and so on. Management boldly told the committee that such demands were not only unreasonable but are also difficult to implement and committee should withdraw these demands nor did management move an inch from its stand.

The committee then advised workmen to adopt go-slow to pressurize management. Management warned workemen of such damaging agitations but to no avail. Management then declared lockout. After 15 days workmen conducted a meeting and changed the members on the negotiating committee. The new committee members wrote to management that it withdrew the demands that irritated the management and requested for invitation to discussion. Management decided to tame the workmen and continued the lockout for 70 days without negotiations.

The new committee, irritated by these tactics of management, wrote to management that the continuation of lock-out was unreasonable and unjustifiable. The committee also wrote to management that workmen should be paid full wages for the entire period of lockout. All the workmen unanimously supported this move of the committee.

Questions :

- (*i*) Was the management right in continuing the lockout ? Justify your answer. [10]
- (*ii*) Was it a set back for the workman ? How ? [10]
- (*iii*) What would be just and fair, in your opinion, regarding payment of wages during the period of lock out ? [10]

#### [5466]-43

4

[Total No. of Printed Pages-2

Seat	
No.	

## [5466]-44

## MPM (Fourth Semester) EXAMINATION, 2018 404 : MARKETING MANAGEMENT INSTRUCTIONS (2008 PATTERN)

### Time : Three Hours

Maximum Marks : 70

1. (A) Explain the Marketing Management Philosophies/Concepts in detail. [15]

Or

- (B) Discuss the steps the firm takes to discover customer needs and fulfill them by bringing those products to market.
- 2. (A) Discuss the impact of Micro and Macro Environment Factors on Marketing with diagram. [15]

Or

- (B) Describe the marketing organization structures in detail.
- **3.** (A) How to identify and analyze the competitors in a marketing environment ? [15]

Or

(B) What are the most important areas to be included in sales training program ?

4. (A) How would you define a Salesperson ? Explain the selection process of a Salesperson. [15]

### Or

- (B) What are the main salesforce management activities ? Describe one in detail.
- 5. Write short notes on (any two): [10]
  - (*i*) Ethical Marketing
  - (ii) Marketing Vs. Selling
  - (*iii*) Marketing Audit.

[Total No. of Printed Pages-2

Seat No.

## [5466]-45

## M.P.M. (IV Semester) EXAMINATION, 2018 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. Define wages under payment of Wages Act 1936. Explain in detail the provision for the following deductions :
  - (i) Payment to co-op-society
  - (ii) Union membership
  - (*iii*) Statutory taxes.
- **2.** (*a*) Write the conditions for forfeiture of gratuity under payment of gratuity Act.
  - (b) An employee joined establishment on 1-1-1990 and retired on 31-12-2009 on last drawn salary on 16,2801. His D.A. was @ 20% of basic. Calculate gratuity.
- **3.** Explain concept of Bonus in detail and state the circumstances underwhich Bonus can be disallowed as per Law.
- Explain the concept of minimum wages. Under Minimum Wages Act 1948. Explain important legal provisions.

- 5. (i) State the objects and scope of payment of Wages Act, 1936.
  (ii) What are various responsibilities of an employers ?
- 6. Explain the concept of set on and set off under payment of Bonus Act, 1965.
- 7. Write short notes on (any two) :
  - (i) Available Surplus and Allocable Surplus
  - (*ii*) Illegal Deductions
  - (iii) Offences and Penalties under Minimum Wages Act, 1948
  - (iv) Claim for Gratuity.