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[4376]-101

M.P.M. (First Semester) EXAMINATION, 2013

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

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. (a) Define OB. Explain foundations of OB. How does OB help in ensuring organizational effectiveness ? [15]
(b) Explain the concept of management, definition, need and scope. [10]
2. What is Personality ? What are its determinants ? What are various stages of personality development ? [15]
3. Write a detailed note on Henry Fayol's contribution to Modern Management. [15]
4. Enumerate the need of organizing, along with its principles. [15]

P.T.O.

- 5.** Decision-making is critical to success of any business organization. Explain with help of decision-making process and types of decisions. [15]
- 6.** Why is it necessary for a manager to be familiar with concept of Group Behaviour. Also explain Formal and Informal Groups. [15]
- 7.** Write short notes on (any *three*) : [15]
- (a) Importance of teams building
 - (b) Transaction analysis
 - (c) Types of leaders
 - (d) Causes of stress
 - (e) Constructive and destructive conflict
 - (f) Motives.

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[4376]-102

M.P.M. (First Semester) EXAMINATION, 2013

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. Which economic problems are discussed in Labour Economics ?
2. Explain the relationship between industrial development and economic development.
3. Why do wages differ ? Recommend measures to minimise the wage differentials.
4. What is the contribution of Public Sector to India's economic development ? Discuss the problems of Public Sector in India.
5. What are the types of unemployment ? Suggest measures to remove its causes.

P.T.O.

6. What are the economic and non-economic factors influencing choice of location of industries ? Give examples.
7. Write short notes on (any *two*) :
- (a) Features of labour market
 - (b) Child labour
 - (c) Causes of low industrial productivity
 - (d) Features of Industrial Policy of 1991.

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[4376]-103

M.P.M. (First Semester) EXAMINATION, 2013

103 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Each question carries **14** marks.

1. Discuss the importance of Human Resource Management and explain the functions of HRM in detail.
2. What is recruitment ? Give details of different recruitment sources.
3. Discuss training objectives. Write about different training aids which enhance the training programmes.
4. Define performance appraisal. Explain in detail any *two* traditional performance appraisal methods.

P.T.O.

5. What is meant by the term 'Compensation' ? Elaborate the various components in compensation management.

6. Explain the collective bargaining process in detail.

7. Answer any *two* of the following :
 - (a) Job evaluation
 - (b) Stages of career planning
 - (c) Kaizen
 - (d) VRS.

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[4376]-104

M.P.M. (First Semester) EXAMINATION, 2013

104 : INDUSTRIAL PSYCHOLOGY

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Question No. 1 is compulsory.
(ii) Answer any *three* questions from Q. No. 2 to Q. No. 7.
(iii) Figures to the right indicate full marks.

1. (a) Define and explain the nature of Psychology. [10]
(b) What is Industrial Psychology ? Discuss the importance and scope of Industrial Psychology in Industry. [15]
2. What is Psychology ? Discuss the subfields of Psychology with practical examples. [15]
3. Individual behaviour is influenced by Group behaviour. Discuss the above statement with reference to behaviour in industry. [15]
4. Explain the concept of individual differences. What are the factors that lead to individual differences ? [15]

P.T.O.

5. What is group dynamics ? Explain the stages in group formation. [15]
6. What are psychological tests ? Explain the steps involved in designing and administering psychological tests. [15]
7. Write short notes on any *three* : [15]
- (a) Duties and responsibilities of Industrial Psychologist
 - (b) Differences in male and female psychology
 - (c) Effectiveness of psychological tests
 - (d) Productivity and efficiency
 - (e) Research in Psychology.

Total No. of Questions—5]

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[4376]-105

M.P.M. (Part I) (First Semester) EXAMINATION, 2013

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. Do the following undertakings come within the definition of industry.

Justify : [14]

- Educational institutions employing subordinate staff such as peons, laboratory assistants, and mechanics.
- The business of a Chartered Accountant doing audit work assisted by servants and stenographers.

2. Explain the term (any *two*) : [14]

- (1) Public Utility Services
- (2) Industrial dispute
- (3) Closure.

P.T.O.

3. Distinguish (any *two*) : [14]
- Strikes and lockout
 - Lockout and layoff
 - Retrenchment and closure.
4. (a) Explain in brief various contents of draft of standing orders. [7]
- (b) How are the standing orders modified ? [7]
5. Explain illegal strike and illegal lock-out with the help of live example. [14]
6. Explain the term subsistence allowance. How is it useful for an employee when he is suspended from the organization ? [14]
7. Write short notes (any *two*) : [14]
- (1) Principles of natural justice
 - (2) Unfair labour practice by employer
 - (3) Duties of investigating officer
 - (4) Conciliation officer
 - (5) Works committee.

Total No. of Questions—7]

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[4376]-201

M.P.M. (Second Semester) EXAMINATION, 2013

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* questions out of the remaining.

(iii) Figures to the right indicate full marks.

1. (a) Describe the various theories of Labour Welfare. [15]
(b) Explain the different objectives of Labour Welfare. [10]
2. Examine the functions and duties of the Labour Welfare Officer. [15]
3. Explain and examine the impact of industrialisation on health of workers in India. [15]
4. Define the term 'Workers' Participation in Management'. Explain the role of WPM in Industrial Organisation. [15]

P.T.O.

5. State the objectives and structure of ILO and describe the role of ILO in promoting the welfare of labour in industry. [15]
6. Explain the role of Trade Unions and management towards the welfare of employees in Industrial Organisations. [15]
7. Write short notes on (any *three*) : [15]
- (a) Corporate Social Responsibility
 - (b) Ethics and Welfare
 - (c) Health provisions under the Mines Act, 1952
 - (d) Concept of Industrial Hygiene
 - (e) Mental Health.

Total No. of Questions—6]

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[4376]-202

M.P.M. (Second Semester) EXAMINATION, 2013

**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) In a budget following is the percentage on how Govt. is spending the Revenue. Draw a pie chart for this : [10]

Item of Expenditure	%
Social Activity	37
Services	17
Financial Services	14

P.T.O.

Revenue expenditure	12
Interest on Loan	12
Loan Repay	7
Other	1

- (b) What are the different steps in Research process ? Explain. [10]
- (c) Write a note on objectives of research. [5]
2. (a) Write a note on simple random sampling. [10]
- (b) What are the different scales ? [5]
3. (a) Given the following data, draw Histogram, frequency polygon and two types of ogive curves : [10]

Weight in gms	No. of Mangoes
200–220	17
220–240	22
240–260	35
260–280	25
280–300	11

- (b) Write a note on sample and population. [5]

4. (a) Research design is a Blue print of Research. Explain. [10]
(b) How do we prepare a good questionnaire ? [5]

5. (a) What is a social research ? [10]
(b) Calculate mean, median and mode : [5]

Profit in lakh Rs. : 10, 11, 13, 9, 8, 17, 12, 6, 16, 18, 12, 12

6. Write short notes on any *three* : [15]
(i) Utility of research
(ii) Motivation in research
(iii) Secondary data
(iv) Diagrammatic presentation of data
(v) Stratified random sampling.

Total No. of Questions—7]

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[4376]-203

M.P.M. (Second Semester) EXAMINATION, 2013

203 : INDUSTRIAL RELATIONS AND TRADE

UNION MOVEMENTS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *three*) (6 marks each) : [18]
 - (a) Labour Laws mainly related with Industrial Relations.
 - (b) Role of Trade Union in the context of globalization.
 - (c) Collective bargaining for better Industrial Relations.
 - (d) Grievance handling procedure.
 - (e) Role of conciliation officer.

2. What do you understand by the term “Industrial Relations” ? Explain its importance in Industrial Growth in our country. [13]

3. Enlist the factors responsible for healthy and harmonious Industrial Relations in our country. [13]

P.T.O.

4. Explain the main causes for disturbing Industrial Relations in the industry. [13]
5. Which are the authorities created under I.D. Act, 1947 for resolving Industrial Dispute ? Explain the role of each one in brief. [13]
6. Explain as to how workers' participation in management helps in maintaining harmonious Industrial Relations. [13]
7. What are the factors contributing to successful collective bargaining ? Give examples. [13]

Total No. of Questions—7]

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[4376]-204

M.P.M. (First Year) (Second Semester) EXAMINATION, 2013

204 : PERSONNEL ADMINISTRATION AND

SYSTEM PROCEDURES

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Define 'Personnel Administration'. Explain the structure of 'Personnel Department' with reference to current scenario.
2. Draft a letter of appointment for 'Assistant Manager—Personnel' covering all necessary points.
3. Explain "Domestic Enquiry". Discuss various steps of domestic enquiry.
4. Draft a show cause notice to be issued to a 'line worker' for not obeying the instructions given by 'line-supervisor'.

P.T.O.

5. Explain in detail process of job-description and job-specification and how important they are in recruitment process.

6. What are the principles of natural justice ? Why is it important to follow them ?

7. Write short notes on any *two* :
 - (1) Gratuity
 - (2) Warning and Memo's
 - (3) Promotion letter
 - (4) Merit rating.

Total No. of Questions—6]

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[4376]-205

M.P.M. (Second Semester) EXAMINATION, 2013

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 and explain the welfare measures under Factory Act.
2. Who is contractor ? Explain responsibilities of Contractor under Contract Labour Act.
3. Define the term wages. Explain any 10 authorized deductions under Payment of Wages Act.
4. State and explain provisions relating to Digital Signature and Electronic Governance.

P.T.O.

5. Define the term factory and state various health measures prescribed under Factory Act.

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

(a) Contract labour and principal employer

(b) Certifying Surgeon

(c) Objectives of Payment of Wages Act.

Total No. of Questions—5]

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[4376]-301

M.P.M. (Third Semester) EXAMINATION, 2013

301 : TRAINING AND DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory and Carries 25 marks.

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

1. (a) Design and draft 'Management Development Programme' for upcoming managers towards developing leadership style. [15]
- (b) Explain psychometric tests during training programs. [10]
2. What is Training Need Analysis ? Explain in detail. [15]
3. On what basis the budgeting of training is done ? [15]
4. Explain seminar, case studies, role, play in detail. [15]

P.T.O.

5. Write in brief on (any *three*) :

[15]

- (a) Principles of learning
- (b) E-learning
- (c) Training need identification
- (d) Training the trainer.

Total No. of Questions—6]

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[4376]-302

M.P.M. (Third Semester) EXAMINATION, 2013

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 marks.

1. State the need for appointment of Safety Officer. What are the qualifications of Safety Officer ? [10]
2. What is the objective of extending training in safety to employees/workers ? What are the various Safety Training Methods. [20]
3. State salient features of Air Pollution Act, 1981. [20]
4. State the various types of fire and preventive measures to extinguish each type of fire. [20]

P.T.O.

5. What are the various causes of Environmental Pollution ? Explain Environmental Protection Act. [20]
6. Write short notes on any *two* : [20]
- (i) Disaster Management
 - (ii) Impact of accidents on Employees and Management
 - (iii) Dangerous Occurrence
 - (iv) Total and Partial Disablement.

Total No. of Questions—7]

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[4376]-303

M.P.M. (Third Semester) EXAMINATION, 2013

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. (A) During 1st week of April, a worker manufactured 220 articles. He received wages for a period of 48 hours guaranteed time of his work at the rate of Rs. 15 per hour. The estimated time to produce one article is 10 minutes and, under incentive scheme, the time allowed is increased by 20%. Calculate :

(i) Standard output to be produced per hour

(ii) Standard piece rate per unit

P.T.O.

(iii) Wages of the worker by Taylor's differential piece rate system.

(iv) Wages of the worker of Merrick's differential piece rate system. [8]

(B) Standard time allowed per unit = 80 hours

Actual time taken per unit = 50 hours

Time Rate = Rs. 2 per hour

D.A. = Re. 1 per hour

Calculate wages by :

(a) Halsey plan

(b) Rowan plan. [6]

2. What is the meaning of the term 'Labour Turnover' ? What are its causes ? State the different methods used for calculating labour turnover rate. [14]

3. Explain the terms 'salary' and 'wages'. What are the components of salary ? State which deductions are permissible from salary under various laws. [14]

4. Explain the concepts :
- (1) Determining principles of compensation
 - (2) Factors to be considered for designing sound incentive schemes. [14]
5. What are the general incentive practices followed in Indian industry? State special features for incentive schemes designed for employees in service sector. [14]
6. Write short notes (any *two*) : [14]
- (1) Direct Labour Cost and Indirect Labour Cost
 - (2) Idle Time Cost
 - (3) Labour productivity
 - (4) Merits and demerits of time rate and piece rate.
7. Prepare cost sheet for JB Ltd. from the following data. Show total cost and cost per unit for the period ending 31-3-2013 : [14]
- | | Rs. |
|------------------------|----------|
| (1) Raw Material | 3,00,000 |
| (2) Productive Wages | 3,50,000 |
| (3) Direct Expenses | 60,000 |
| (4) Unproductive Wages | 1,05,000 |

(5) Factory rent	75,000
(6) Factory Lighting	22,000
(7) Motive power	44,000
(8) Factory Heating	15,000
(9) Director's Fees (works)	10,000
(10) Indirect Material	30,000
(11) Director's Fees (office)	20,000
(12) Factory cleaning	5,000
(13) Rent and Taxes (office)	5,000
(14) Office Insurance	5,000
(15) Legal Expenses	4,000
(16) Depreciation :	
Plant and machine	20,000
Office Building	10,000
Delivery Vans	2,000
(17) Advertising Exp.	4,000
(18) Office Exp.	10,000
(19) Sales Salaries	15,000
(20) Upkeep of delivery vans	7,000
(21) Sales Commission	15,000
(22) Bank charges	500

Total No. of Questions—7]

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[4376]-304

M.P.M. (Part II) (Third Semester) EXAMINATION, 2013

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. (A) Explain objective and scope of Employee's Provident Funds and Miscellaneous Provisions Act, 1952. [7]

(B) Explain the following terms under Employees' Provident Funds Act, 1952 (any *two*) : [7]

(1) Basic wages

(2) Exempted employee

(3) Executive committee.

2. A is a motor driver in an ice factory establishment met with an accident while transporting ice. As consequences he had to amputate his right arm below the elbow and lost the sight by left-eye. Decide whether he had suffered partial or total disablement. Justify. [14]

P.T.O.

3. Distinguish between 'Partial Disablement' and 'Total Disablement'. [14]

4. What are the benefits available under Maternity Benefit Act, 1961 ? [14]

5. Explain the various purposes for which ESI Fund can be utilized. [14]

6. Explain various benefits under ESIC Act, 1948. [14]

7. Write short notes (any *two*) : [14]
 - (1) Fatal accidents
 - (2) Total disablement
 - (3) Medical bonus
 - (4) Employee Family Pension Scheme.

Total No. of Questions—7]

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[4376]-401

M.P.M. (Fourth Semester) EXAMINATION, 2013

401 : ORGANIZATIONAL DEVELOPMENT AND QUALITY

MANAGEMENT SYSTEM

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. What is Organizational Development ? Explain its significance in detail.
2. Discuss Action Research model in O.D. along with the steps.
3. Bring out the significance of structural O.D. intervention with suitable example.
4. Define quality and bring out the importance of Quality Management System in an organization.

P.T.O.

5. What are the challenges involved in client-consultant relationship ?
Explain.

6. What is the role of an O.D. consultant in an organization ? Discuss
the ethical issues in O.D. Consulting.

7. Write short notes on (any *two*) :
 - (a) Force field analysis
 - (b) Quality circle
 - (c) TQM.

Total No. of Questions—7]

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[4376]-402

M.P.M. (Fourth Semester) EXAMINATION, 2013

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 term “Strategic Human Resources Management”. In what way HR strategies are linked with business strategies ?
2. Elaborate the advantages and disadvantages of work-life balance in today’s scenario.
3. “Merit based promotions can be effective to an organisation.” Do you agree ? Justify.
4. What do you mean by “VRS” ? Explain the advantages of VRS, in detail.

P.T.O.

5. Define 'Morale'. What strategy should be adopted by an organisation to improve employee morale ?

6. Explain global HR strategies. What is the role of HR manager in formulating global HR strategies ?

7. Write short notes on (any *two*) :
 - (a) Work-force Diversity
 - (b) Variable Pay
 - (c) KRA
 - (d) Telecommuting
 - (e) Business Ethics.

Total No. of Questions—3]

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[4376]-403

M.P.M. (Fourth Semester) EXAMINATION, 2013

**(403) : CASE 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.

Case No. 1.

1. Systems Corporation Ltd. is a large company with an excellent growth record and employs about 8000 people. The company has consumer product and is known to be a leader in the market. Among the staff there are different categories and grades leading to the organizational pyramid. Though the company advocates professionalism in personnel policies, a large number of employees feel that the reward system of the company is not fair and just. The annual rewards are given solely on the departmental manager's recommendations without any performance appraisal system. Due to its operational size, the company employs about 150 secretarial staff in the categories of typists, stenographers, and personal assistants.

P.T.O.

Majorities of these employees who are accessible to the senior management of the company are not happy with reward system over a period of three years but do not feel it appropriate to approach the union.

On the other hand, they are not very well with each other. The Chief Executive of the company receives an anonymous letter criticizing reward system for the secretarial staff and charging the management of favoritism and personal fancies. As there is no action taken about this letter, a second anonymous letter is received with a copy of Personnel Manager. The Chief Executive is seriously concerned when he receives a third letter within a period of six months.

The Chief Executive has decided to entrust you with the responsibility of suggesting an acceptable solution to this problem, keeping in mind the company's commitment to employment welfare and consultative philosophy to handle grievances.

Questions :

- (i) Analyze the case.
- (ii) Comment on existing personnel policies of the company.
- (iii) As a Personnel Manager how you will solve this problem ?
- (iv) Give a suitable title for the case.

Case No. 2.

2. Mr. Sandeep Kumar is the Administrative Manager of the ABC Company. It is a medium sized company. Mr. Sandeep Kumar had been working in that company for 10 years as a Secretary and Chief Accountant. His record was excellent. Recently, he has been selected as the Administrative Manager. This new post was created a year ago.

As a result of this change, the output of his work in the office dropped considerably and morale became low. There was an alarming increase in the staff turnover.

To study the situation, the Managing Director engaged a consultant. The report of the consultant while praising the expert knowledge of Mr. Sandeep Kumar, on any technical aspect of office administration pointed out his incapability especially in dealing with people.

Surprisingly, Mr. Sandeep Kumar enjoyed much popularity of the senior executive of the company. He owned their esteem of his valuable services as a manager. They were very much worried over the capabilities of Mr. Sandeep Kumar in dealing with people. They were helpless.

Questions :

- (i) What is the real cause of the problem ?
- (ii) What can be done to rectify the situation considering Mr. Sandeep Kumar's value to the company ?
- (iii) What kind of training you would like to suggest for Mr. Sandeep Kumar to increase his effectiveness in dealing with people ?
- (iv) Give a suitable title to the case.

Case No. 3.

3. Garuda Enterprises Ltd. is a public limited company employing more than 1600 regular employees apart from about 250 contract employees. There is a strong union operating in the company and the management-union relations are cordial. January 2011 was the month when many employees were on leave and management had initiated action against some employees for absence without leave during 2010. Both these were a regular feature in the company every January.

This January 2011, however, the company decided to launch a VRS scheme to reduce its permanent workforce and rationalize the manpower.

The scheme was worked out and published for the employees on

27th January. The scheme stated that employees must submit their applications on or before 31st January 2011 and management will then take a decision about acceptance or non-acceptance of the VRS applications.

Among the various applicants there were two applicants against whom action for absence without leave was initiated and one applicant who was on leave during 27 to 31 January. The two applicants against whom disciplinary action was initiated submitted their applications on 28th and 29th January respectively. The third applicant, who was on leave, resumed on 4th February 2011 and then submitted his application on 5th February 2011.

Company considered all applications and rejected some applications including these 3 applications. The reasons forwarded by the Company were that in case of two employees, disciplinary action was in process and in case of the third employee he submitted his application after the due date i.e. 31st January 2011. Towards end of February the two employees were awarded punishment of 2 days suspension without wages.

Upon hearing that their applications were rejected, the 3 employees went to Union and the Union is now agitated about the action of management in not accepting the VRS application of these 3 employees.

Questions :

- (i) Is the action of management right ? How ?
- (ii) What can the Union do in this respect ?
- (iii) What should be the principles involved in operating a VRS Scheme ?

Total No. of Questions—7]

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[4376]-404

M.P.M. (Fourth Semester) EXAMINATION, 2013

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. “Analysing needs and trends in Macro Environment is necessary for synthesizing a successful marketing plan.” Comment.
2. Explain bases for designing and implementing different types of organization structures, with diagrams.
3. Elaborate need for identifying and analysing competitive activities in the market for proper design of a marketing plan.
4. A Life Insurance Company wants to recruit sales executives to market their insurance product. Develop procedure and criteria to recruit these sales executives.

P.T.O.

5. Write a detailed note on requirement of sales training and its content and frequency.

6. What are various methods of motivating the sales team ? Discuss importance of each of them.

7. Write notes on any *two* of the following :
 - (a) Marketing audit
 - (b) Social responsibility of marketing organisations
 - (c) Obstacles to marketing control.

Total No. of Questions—7]

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[4376]-405

M.P.M. (Fourth Semester) EXAMINATION, 2013

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 provisions related to any *five* deductions.

2. Explain in detail the following :
 - (a) Eligibility for bonus
 - (b) Forfeiture of bonus
 - (c) Returns under Payment of Bonus Act.

3. Explain conditions for eligibility of gratuity in detail.

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4. Explain powers of Inspector under Minimum Wages Act, 1948.

5. Calculate Gratuity.

An employee joins organization on 25th June, 1975 and retires on 15th November, 2002. His salary at the time of leaving is basic Rs. 14,500 and Fixed D.A. Rs. 2,500, variable D.A. Rs. 1,850. What would be amount of Gratuity payable to him ?

6. Explain the following :

(a) Computation of allocable surplus

(b) Computation of Gross Profit under Payment of Bonus Act, 1965.

7. Write short notes on any *two* :

(a) Set off and Set on

(b) Forfeiture of Gratuity

(c) Definition of Minimum Wage

(d) Time limit for Payment of Wages.