

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-101

M.P.M. (First Semester) EXAMINATION, 2010

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

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Define organisational behaviour. Explain the scope, importance and fundamental concepts of organisational behaviour.
2. What is Planning ? Explain the nature, importance and process of planning.
3. Explain and compare the theories of motivation given by Maslow and Herzberg.
4. What is controlling ? Explain the importance, types and techniques of controlling.
5. Define conflict. Explain the types of conflict and ways to manage conflicts.
6. What is stress management ? What are the causes of stress and in what way it can be managed ?

P.T.O.

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

(a) Transactional analysis

(b) Models of organisational behaviour

(c) Decision-making process

(d) Decentralisation

(e) Henry Fayol's 14 principles of management.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-102

M.P.M. (First Semester) EXAMINATION, 2010

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. “Industrial development is key to economic development.” Discuss w.r.t. industrial development in India.
2. Define efficiency of labour. Discuss the various factors determining the efficiency of labour.
3. Explain the factors determining the location of industries. Illustrate your answer with the examples of Indian industries.
4. What are the special features of agricultural and female labour in India ?
5. Examine the role of foreign capital in the industrial development of India.
6. Account for the wage differentials in the labour market of India.

P.T.O.

7. Write short notes on any *two* of the following :

(a) Opportunities in service sector

(b) Child labour

(c) Importance of small scale industries

(d) Nominal and real wages.

[3876]-103

M.P.M. (First Semester) EXAMINATION, 2010

103 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) Figures to the right indicate full marks.

1. (a) Define the term HRM. Explain the role of a HR Manager. [10]
(b) Elaborate the selection process carried out in an organisation. [15]
2. What do you understand by the term performance management system ?
Explain any *two* traditional methods of performance appraisal. [15]
3. “Any employee who joins an organisation need trading.” Do you believe
in the statement ? Justify. [15]
4. Evaluate the various components of compensation management in
detail. [15]
5. Define disputes. What are the different steps involved in settlement
of disputes ? [15]

P.T.O.

6. Explain the term career planning with different steps involved its process. [15]
7. Write short notes on (any *three*) : [15]
- (a) Kaizen
 - (b) Dismissal
 - (c) Retention of employees
 - (d) Job analysis
 - (e) Collective bargaining.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3876]-104

M.P.M. (First Semester) EXAMINATION, 2010

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 the remaining.

(iii) Marks are indicated at the end of questions to the right.

1. (a) Employees differ in their behaviours. In the light of this statement explain the reasons of these differences among employees in the organisation. [15]
- (b) Explain the scope and importance of industrial psychology in organisation. [10]
2. Explain the characteristics of psychology and its impact on employee behaviour in organisation. [15]
3. Explain the different types of psychological tests and the effectiveness of these tests in organisation. [15]
4. Distinguish between male and female psychology and its impact on productivity. [15]

P.T.O.

- 5.** Compare and contrast individual behaviour to group behaviour and suggest various ways of improving psychology of individuals in the group. [15]
- 6.** Write short notes on (any *three*) : [15]
- (a) Counselling psychology
 - (b) Factors responsible for individual psychology
 - (c) Stages in group formation
 - (d) Intelligence test
 - (e) Characteristics and qualifications of industrial psychologist.

[3876]-105

M.P.M. (First Semester) EXAMINATION, 2010

105 : LABOUR LAWS-I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Define the term 'Industry'. State and explain authorities appointed to settle industrial disputes under Industrial Disputes Act. [14]
2. (a) Explain the procedure for registration of standing order. [14]
(b) Write a note on principles of Natural Justice.
3. What are the various objectives of MRTU and PULP Act ? Explain privileges of registered Trade Union and obligations on unregistered Trade Union. [14]
4. Explain provisions relating to strikes, lockout, lay-off and retrenchment. Also explain the term 'Industrial Dispute'. [14]
5. (a) What are the objectives of the Industrial Employment (Standing Orders) Act ?
(b) Explain provisions relating to closure of industry under Industrial Dispute Act. [14]

P.T.O.

6. What is the procedure for modification of standing order ? [14]
7. Write notes on (any *two*) : [14]
- (i) Objectives of Industrial Dispute Act
 - (ii) Obligations on Registered Trade Union
 - (iii) Contents of the Draft of Standing Orders
 - (iv) Workman—under Industrial Disputes Act.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-11

M.P.M. (First Semester) EXAMINATION, 2010

101 : BASICS OF MANAGEMENT

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Question No. 1 is compulsory.
(ii) Attempt any *three* questions out of remaining questions.
(iii) Marks are indicated against each question.

1. Briefly describe the general principles of management as laid down by Henry Fayol. Is his list of principles exhaustive ? [25]
2. What is planning ? Discuss its characteristics. [15]
3. Define the term “organisation”. Explain important principles of organisation. [15]
4. What are the functions of supervisor on the shop-floor in industry ? How is he different from a workman ? [15]
5. What are the essentials of effective control systems ? Which of them are known as crucial essentials ? [15]
6. Comment on the changing scenerios of management especially in the context of Emerging Field of Information Technology and I.T. industries. [15]

P.T.O.

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

(i) Need of delegation.

(ii) Co-ordination as important element of principle of management.

(iii) Responsibilities of a corporate citizen dealing with functions of management.

(iv) Short-term planning in small scale industries.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-12

MPM (First Semester) EXAMINATION, 2010

102 : INDUSTRIAL AND LABOUR ECONOMICS

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Define Industrial Economics. Discuss its nature and scope.
2. What is Labour Market ? Explain the determinants of demand for and supply of labour.
3. Critically assess the performance of Public Sector in India.
4. What are the causes of wage differentials ? Suggest measures to reduce the same.
5. Why is location of an Industry important ? Explain factors influencing choice of location.

P.T.O.

6. Describe various sources of Industrial Finance in India.

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

(a) Problems of SSI

(b) Child Labour

(c) Efficiency of Indian Labour

(d) Industrial Policy (1991)

Total No. of Questions—8]

[Total No. of Printed Pages—1

[3876]-13

MP.M. (First Semester) EXAMINATION, 2010
103 : HUMAN RESOURCE MANAGEMENT AND
TOTAL QUALITY MANAGEMENT
(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Define HRM. Explain various functions of HR Manager.
2. Discuss in detail selection process.
3. Explain various methods of Training.
4. Explain in detail 360° performance appraisal.
5. Discuss in detail various kinds of Retirement.
6. Explain various statutory and non-statutory benefits.
7. Explain Importance, Nature and Scope of Manpower Planning.
8. Write short notes on (any *two*) :
 - (a) Compensation overview
 - (b) Lay-off
 - (c) Golden Handshake
 - (d) Future challenges for HRM.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-14

M.P.M. (First Semester) EXAMINATION, 2010

**104 : ORGANISATIONAL BEHAVIOUR AND INDUSTRIAL
PSYCHOLOGY**

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) Figures to the right indicate full marks.

1. (a) Define the term organisational behaviour. Explain its nature and scope. [15]
- (b) Elaborate autocratic model of organisational behaviour with example. [10]

2. Describe the concept of conflict management. Explain the causes of conflict in an organisation. [15]

3. “Change is inevitable in an organisation.” Discuss. [15]

4. What are the qualities of a leader ? Explain, any *one* style of leadership. [15]

5. What do you understand by the term stress management ? Explain the organisational factors leading towards stress. [15]

P.T.O.

6. What are the advantages and disadvantages of formal groups ? [15]

7. Write short notes on (any *two*) : [15]

- (a) Transactional analysis
- (b) Organisational structure
- (c) Resistance to change.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-15

M.P.M. (First Semester) EXAMINATION, 2010

105 : LABOUR LAWS—I

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain the scope and object of the Industrial Disputes Act.
2. Application of the Industrial Employment (Standing Orders) Act, 1946 and defined the term Standing Orders.
3. How the amount payable to injured workman is calculated under the Workmen's Compensation Act ?
4. Explain the following under the Employee's State Insurance Act, 1948 :
 - (a) Contributions
 - (b) Nomination.
5. What are the employees' rights in domestic enquiry ? What are the contents of report of domestic enquiry ?

P.T.O.

6. Define and explain lay-off, strikes, transfer of undertaking and closure under Industrial Disputes Act.
7. Write notes on (any *two*) :
- (a) Objectives of Workmen's Compensation Act
 - (b) Powers and Duties of Labour Courts
 - (c) Retrenchment.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-201

M.P.M. (Second Semester) EXAMINATION, 2010

201 : LABOUR WELFARE AND INDUSTRIAL HYGIENE

(NEW 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 questions.

(iii) Figures to the right indicate full marks.

1. (a) Explain the concept of 'Labour Welfare'. State philosophy, principles and goals of Labour welfare. [15]
- (b) Describe the history of Labour welfare in India. [10]
2. Explain the role, qualifications, functions and duties of the welfare officer. [15]
3. Discuss the problems of rising urbanisation in developing countries due to rapid industrialisation and its impact on social health. [15]
4. State the statutory welfare, safety and health provisions under the Factories Act of 1948. [15]
5. Examine the need and importance of corporate social responsibility in the present era of LPG. [15]
6. Write a detailed note on : [15]
'Labour welfare under intra-mural, activities and extra-mural activities'.

P.T.O.

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

[15]

(a) The Relationship of Welfare to Productivity

(b) Labour Welfare Fund

(c) Creche

(d) Ethics and Welfare

(e) Objectives of ILO.

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3876]-202

M.P.M. (Second Semester) EXAMINATION, 2010

**202 : RESEARCH METHODOLOGY AND STATISTICAL
TECHNIQUES**

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Q. No. 1 is compulsory. Attempt any *three* from the remaining.
(ii) Wherever required draw rough sketches. Graph paper will not be supplied.
(iii) Figures to the right indicate full marks.

1. (a) Explain the characteristics of scientific method. [10]
(b) The following data gives traffic load (number of vehicles passing per five minutes) on a busy road. Classify the data considering the classes as 300-319, 320-339,.....etc and draw a histogram for the data : [10]
305, 350, 361, 342, 382, 317, 321, 422,
408, 318, 355, 341, 373, 378, 392, 333,
310, 301, 402. 412, 430, 329, 350, 361,
375, 327, 392, 308, 375, 378, 312, 405,
406, 318, 312, 326, 348, 387, 335, 315.
(c) What are the objectives of research ? [5]

P.T.O.

2. (a) Explain the procedure for simple random sampling. [10]
 (b) Write a note on concept of scale. [5]
3. (a) Explain the terms : [10]
 (i) Hypothesis
 (ii) Null hypothesis
 (iii) Alternate hypothesis.
 (b) Write a note on observation method for collection of data. [5]
4. (a) What are the steps in research process ? [10]
 (b) The following table gives expenditure incurred by a group of families on different items. Draw a pie chart. [5]

Item of Expenditure	Expenditure in Rs.
Food	2,500
Clothing	500
House rent	1,500
Transport	1,500
Education	1,000
Misc.	2,000
Total	<u>9,000</u>

- 5.** (a) Write a note on layout of a research report. [10]
(b) Explain the concept of sample and population. [5]
- 6.** (a) What is research design ? Explain the features of a good research design. [10]
(b) Write a note on qualitative research. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3876]-203

M.P.M. (Second Semester) EXAMINATION, 2010

203 : INDUSTRIAL RELATIONS AND TRADE

UNION MOVEMENTS

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Define industrial relations. Explain its importance.
2. Explain in detail role of Trade Unions in the context of globalization and growth of I.T. sector.
3. Explain the role of Judiciary in industrial relations.
4. Define collective bargaining. Explain various steps involved in collective bargaining process.
5. Explain in detail grievance handling procedure.
6. Explain role of personnel and industrial relations manager in IR.
7. Discuss various forms in which workers can participate in management process.

P.T.O.

8. Write short notes on any *two* :

(a) Essential characteristics of collective bargaining

(b) Industrial conflict

(c) Works committee

(d) Labour management.

[3876]-204

M.P.M. (Second Semester) EXAMINATION, 2010

**204 : PERSONNEL ADMINISTRATION SYSTEMS
AND PROCEDURES**

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Figures to the right indicate full marks.

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

1. (a) Define and explain personnel administration with scope, objectives and importance. [15]
- (b) Explain the importance of personnel policy with today's changing scenario of personnel administration. [10]
2. What is job description ? Explain it with a proper draft of diagram. [15]
3. Define Gratuity. Show calculation of gratuity under the Gratuity Act. Assume the figures. [15]
4. Write a detailed note on procedure for conducting a domestic enquiry. [15]
5. "Is deployment always treated as a disciplinary action." Comment on the statement. [15]

P.T.O.

6. Write short notes on any *three* :

[15]

(i) Professional tax

(ii) Merit rating

(iii) Memo

(iv) Job rotation

(v) Importance of structure of personnel dept.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-205

M.P.M. (Second Semester) EXAMINATION, 2010

205 : LABOUR LAWS-II

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Elaborate provisions for approval, licensing and registration of a factory under Factories Act, 1948. Define 'Factory'.
2. Define the term 'Establishment' and 'Commercial Establishments'. Explain salient features of Bombay Shops and Establishment Act, 1948.
3. Explain digital signature and regulation of certifying authorities.
4. What are the legal provisions regarding the employment of contract labour under Contract Labour (R and A) Act, 1970 ?
5. Define term 'wage' under Payment of Wages Act, 1936. Explain in detail provisions for payment of wages.
6. Explain different health related provisions under Factories Act, 1948.

P.T.O.

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

(i) Duties of Welfare Officer under Factories Act

(ii) Working hours provisions for Hotel under Bombay Shops and Establishment Act

(iii) Annual Leaves under Factories Act

(iv) Principal Employer.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-21

M.P.M. (Second Semester) EXAMINATION, 2010

201 : LABOUR WELFARE AND INDUSTRIAL HYGIENE

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) Figures to the right indicate full marks.

1. (a) Describe the theories of labour welfare. [15]
(b) Explain the conditions of appointment for the labour welfare officer. [10]
2. Critically discuss the functions and duties of labour welfare officer. [15]
3. “Productivity has no relationship with labour welfare.” Examine the statement. [15]
4. Describe the statutory welfare and health measures as provided in Factories Act 1948. [15]
5. Examine the impact of industrialisation on social health of people in developing countries like India. [15]

P.T.O.

6. Describe the objectives and functions of Maharashtra workers welfare Board. [15]
7. Write short notes on any *three* : [5 each]
- (a) Health provisions in the Mines Act 1952
 - (b) Workers participation in Management
 - (c) Child labour
 - (d) Industrial social work
 - (e) Mental Health.

Total No. of Questions—6]

[Total No. of Printed Pages—4

[3876]-22

M.P.M. (Part I) (Second Semester) EXAMINATION, 2010

**202 : RESEARCH METHODOLOGY AND STATISTICAL
TECHNIQUES**

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answers to the two sections should be written in separate answer-books.

(ii) Question Nos. 1 and 4 are compulsory.

(iii) Attempt any *one* question from remaining questions in Section I. Also attempt any *one* question from the remaining questions in Section II.

(iv) Draw rough sketches where required.

(v) Use of electronic calculator is allowed.

(vi) Figures to the right indicate full marks.

SECTION I

1. (a) Give features of a good research design. [15]

(b) Write characteristics of a good hypothesis. [5]

2. (a) Explain meaning of research. [10]

(b) Write a note on primary data. [5]

3. Write short notes on any *three* of the following : [5 each]

(1) Errors in measurement

P.T.O.

- (2) Objectives in research
- (3) Layout of a research report
- (4) Ratio scale
- (5) Explain any *one* definition of research
- (6) Steps in research process.

SECTION II

4. Attempt any *four* of the following : [5 each]

- (a) Write a note on sources of primary data.
- (b) Explain the different parts of a good statistical table.
- (c) Represent the following data by subdivided bar diagram, showing components of total cost :

	Product	
	A	B
Materials cost (Rs.)	15	25
Labour cost (Rs.)	20	25
Overhead cost (Rs.)	10	5
Total cost (Rs.)	45	55

- (d) Calculate mean for the following data :

Marks	Frequency
0—20	5
20—40	12
40—60	32
60—80	40
80—100	11

(e) Write a note on Chi square test.

(f) From the following data calculate combined mean :

Sample 1 Mean = 60 S.D. = 6 $N_1 = 100$

Sample 2 Mean = 62 S.D. = 4 $N_2 = 100$

5. (a) Calculate Karl Pearson's correlation coefficient from the following data : [8]

X	Y
15	85
18	93
20	95
24	105
30	120
35	130
40	150
50	160

(b) In a survey of 100 families it was found that 35 families infected by cholera, 25 by typhoid and 10 by both. Find the number of families free from both. Also find coefficient of association between infected by cholera and typhoid. [7]

6. (a) The following table shows the number of motor registrations in a certain territory for a term of 5 years and the sale of motor tyres by a firm in that territory for the same period : [8]

Year	Motor Registration	No. of Tyres
1	600	1250
2	630	1100
3	720	1300
4	750	1350
5	800	1500

- (b) Explain Large sample tests and large sample test for proportion. [7]

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-23

M.P.M. (Second Semester) EXAMINATION, 2010

203 : INDUSTRIAL RELATIONS AND TRADE UNION

MOVEMENT

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain impact of Social, Political and Economic changes on Industrial Relations.
2. Explain various causes of industrial disputes.
3. Explain why collective bargaining fails.
4. Explain conciliation, mediation and arbitration.
5. Explain role of Government in developing industrial relations.
6. Comment on attitude of management towards Trade Union.

P.T.O.

7. Write short notes on any *two* :
- (a) Grievance procedure
 - (b) Impact of IT on Trade Unions
 - (c) Collective bargaining process
 - (d) Importance of IR to any organisation.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-24

M.P.M. (Second Semester) EXAMINATION, 2010

**204 : PERSONNEL ADMINISTRATION SYSTEMS AND
PROCEDURES**

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 7 is compulsory.

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

(iii) *All* questions carry equal marks.

1. Explain in detail manpower planning procedure.
2. Define meetings. What is the role of Chairman ? Write the causes of failure of meetings.
3. “Structure of personnel dept. changes as per the requirement of Pvt., Public and Govt. sectors.” Discuss the statement.
4. Explain the various Barriers to Communication.
5. How do you differentiate between merit rating, promotion and transfer ?
6. Define and explain personnel policy with its objectives and importance.

P.T.O.

7. Write short notes on any *two* :

- (1) Informal and formal communication
- (2) Importance of documentation in personnel management
- (3) Succession planning
- (4) Domestic inquiry procedure.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-25

M.P.M. (Second Semester) EXAMINATION, 2010

205 : LABOUR LAWS—II

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain in detail provisions related to 'Welfare' under Factories Act, 1948.
2. Define 'company'. Explain duties and responsibilities of directors under Companies Act, 1956.
3. Explain in detail provisions related to 'leaves' under Bombay Shops and Establishments Act.
4. Define 'consumer'. Explain composition and functions of consumer redressal forums.
5. Explain any *seven* deductions permitted under Payment of Wages Act, 1936.
6. (a) 'Company is a legal entity.' Discuss.
(b) Adult, adolescent and child under Factories Act, 1948.

P.T.O.

7. Write short notes on (any *two*) :
- (1) Memorandum and articles of association
 - (2) Commercial establishment
 - (3) Unfair trade practices
 - (4) Rights of consumer.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-301

M.P.M. (Third Semester) EXAMINATION, 2010

301 : TRAINING AND DEVELOPMENT

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Discuss the challenges in training. What are the major functions of Training Department ?
2. Diagrammatically discuss the process of training and development in detail.
3. Why the evaluation of training is important and what remedial measures would you suggest for evolution of training ?
4. Explain the Kirkpatrick model of training evaluation.
5. Explain with example various guidelines to design an effective training programme.
6. Write in detail about the various theories of learning.

P.T.O.

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

(i) Online learning

(ii) Handling change through training

(iii) CIRO

(iv) Training budget.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3876]-302

M.P.M. (Third Semester) EXAMINATION, 2010

302 : INDUSTRIAL SAFETY MANAGEMENT

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) Figures to the right indicate full marks.

1. What is industrial safety ? Explain in detail unsafe actions and unsafe conditions. [10]
2. What are the duties and responsibilities of safety officer ? What qualifications required for safety officer ? [20]
3. Explain in detail the Environment Protection Act, 1986 with reference to definition, handling hazardous substances and penalties for contravention of the Act. [20]
4. State salient features of Air Pollution Act, 1981. [20]
5. Discuss the types of fire and preventive measures to extinguish each type of fire. [20]

P.T.O.

6. Write short notes on (any *two*) : [20]

(a) Cost of accidents

(b) Role of trade union in motivation and promotion of safety

(c) Safety Council

(d) Effect of noise and its control.

Total No. of Questions—8]

[Total No. of Printed Pages—4

[3876]-303

M.P.M. (Third Semester) EXAMINATION, 2010

303 : LABOUR COSTING AND COMPENSATION MANAGEMENT

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *four* questions from Section I.

(ii) Solve any *one* question from Section II.

(iii) *All* questions carry equal marks.

SECTION I

1. What is compensation ? State the principles of determination of compensation.
2. What do you mean by elements of costs ? Explain different elements of cost with suitable example.
3. What is labour turnover ? What are its causes ? Suggest the measures to reduce labour turnover.
4. Discuss the merits and demerits of time rate and piece rate systems of wage payment. State the situations in which each system is effective and useful.
5. What do you understand by Labour Productivity ? Explain determinants of Labour Productivity.

P.T.O.

6. Write short notes on (any *two*) :
- (a) Direct and Indirect Cost
 - (b) Fringe Benefits
 - (c) Time Keeping and Time Booking
 - (d) Taylor's differential piece rate plan.

SECTION II

7. The following information has been obtained from the records of Sigma Engineering Ltd. for year ended 31-03-2010 :

Summary of Stock Position

Types of Stock	As on 1-4-2009	As on 31-03-2010
Finished goods-stock	50,000	75,000
Raw Materials	20,000	25,000
Stock of work-in-progress	5,000	7,000

Other Particulars :

Purchases of raw material	1,30,000
Wages outstanding	3,000
Indirect Material	12,000
Discount on issue of debentures	8,000
Freight Inward	15,000
Property Tax on Factory Building	8,000
Director's Travelling Expenses	8,000
Carriage on Sales	5,000

Defective raw materials returned	5,000
Direct chargeable expenses	2,000
Workshop rent	7,000
Expenses for participating in Industrial Exhibition	3,000
Value of Sales	3,00,000
Office cleaning charges	2,000
Sales Promotion charges	6,000
Miscellaneous overheads	7,000
Upkeep of Delivery Vans	1,000
Motive Power	5,000
Productive wages	60,000
Postage and Telegrams	3,000

Prepare a statement of cost showing :

- (1) Value of raw materials consumed
- (2) Direct cost
- (3) Manufacturing cost
- (4) Cost of production
- (5) Cost of goods sold
- (6) Cost of turnover
- (7) Profit.

Also calculate the percentage of profit on cost price and on selling price separately.

8. The following are the details as regards a worker who worked for Job A and Job B :

Job	Time Allowed	Time Taken
A	26 Hrs.	20 Hrs.
B	30 Hrs.	20 Hrs.

His normal and basic rate of wages was Rs. 8 per day of 8 hours and his dearness allowance was Rs. 12 per week of 48 hours.

Calculate the amount payable to the worker under :

- (i) Time Rate Plan
- (ii) Halsey Premium Plan
- (iii) Rowan Premium Plan.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-304

M.P.M. (Third Semester) EXAMINATION, 2010

305 : LABOUR LAW-III

(NEW 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. State scope and objectives of The Workmen's Compensation Act.
2. State and explain the provisions for nomination and contribution under The Provident Fund Act.
3. What are the various Medical benefits under The Employees State Insurance Act ?
4. When are the maternity benefits forfeited under The Maternity Benefits Act ?
5. Explain the provisions for Partial and Total Disablement under The Workmen's Compensation Act.

P.T.O.

6. What are the eligibly requirements for Maternity benefits ? What are the benefits available and how are they paid ?
7. Write short notes on (any *two*) :
- (a) Offences and penalties under The Provident Fund Act
 - (b) Funeral expenses under The Employees State Insurance Act
 - (c) When employer in not liable for payment of compensation under The Workmen's Compensation Act ?
 - (d) Medical bonus under The Maternity Benefits Act.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-31

M.P.M. (Third Semester) EXAMINATION, 2010

301 : TRAINING AND DEVELOPMENT

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain the differences between training development, learning and education with examples.
2. What are different methods of training ? Explain in detail.
3. What are the techniques to identify and determine training needs ?
4. Explain the ways to evaluate the training programmes.
5. What is learning ? Explain the principles of learning.
6. Explain the training techniques to manage the change and to increase the productivity.

P.T.O.

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

- (1) Training Aids
- (2) Training objectives
- (3) Training for creativity
- (4) Andragogy.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3876]-32

M.P.M. (Third Semester) EXAMINATION, 2010

302 : INDUSTRIAL SAFETY MANAGEMENT

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) Figures to the right indicate full marks.

1. Write short notes on (any *two*) : [25]
 - (a) Duties of safety officer
 - (b) Unsafe acts and unsafe conditions
 - (c) Salient features of Water Act 1974
 - (d) Effect of noise and its control.

2. Explain in detail the Environment Protection Act, 1986 with reference to handling of Hazardous substances and penalties for contravention of the Act. [15]

3. Define 'occupier'. What are the responsibilities and duties of the occupier to ensure safety, health and protection of environment ? [15]

P.T.O.

4. What is the impact of accident on management, workers and society ? Explain cost of accident and various way for prevention of accidents. [15]
5. Discuss the types of fire and preventive measures to extinguish each type of fire. [15]
6. State salient features of Air pollution Act, 1981. [15]

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-33

M.P.M. (Third Semester) EXAMINATION, 2010
303 : LABOUR COSTING AND COMPENSATION
MANAGEMENT
(2005 PATTERN OLD)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Attempt any *four* questions from Section I.
(ii) Solve any *one* question from Section II.
(iii) *All* questions carry equal marks.

SECTION I

1. Discuss the meaning and scope of cost accountancy and explain its methods and techniques.
2. What are the cost of labour turnover classified in cost accounts ? How will you treat the same in cost accounts ?
3. What are the various components of salaries and wages ? Discuss various permissible deduction from salaries and wages.
4. What do you understand by compensation ? Explain different elements of compensation with suitable example.
5. What are the different types of fraud in wages payment ? How do you exercise control over them ?

SECTION II

6. From the following information find out labour turnover rate by applying :
(a) Flux Method

P.T.O.

(b) Replacement Method

(c) Separation Method

No. of workers on the payroll at beginning of the month were 500 and at the end of the month were 600.

During the month, 5 workers left, 20 workers were discharged and 75 workers were recruited. Of these, 10 workers were in the vacancies of those leaving, while the rest were engaged for an expansion skill.

7. Given the following information, calculate the earnings of the workers under Merrick's differential piece rate system.

Standard production — 120 units.

Actual output of workers :

A — 90 units

B — 100 units

C — 135 units

Rate per piece — Re. 1 per unit.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3876]-34

M.P.M. (Third Semester) EXAMINATION, 2010

305 : LABOUR LAW—III

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Figures to the right indicate full marks.

(iii) Answer any *three* questions out of the remaining.

1. (a) Define wages under The Minimum Wages Act. [5]
(b) Explain the provision for contribution under the Provident Fund Act. [10]
(c) What is continuous service under Payment of Gratuity Act ? [10]
2. State scope and objects of the Payment of Bonus Act. Who is eligible for receiving bonus ? [15]
3. State and explain the procedure for fixing and revising the minimum rate of wages under the Minimum Wages Act. [15]
4. State the provisions under the Contract Labour Act relating to welfare and health of contract labours. [15]
5. Under what circumstances an employee can withdraw his PF accumulation in full under the Provident Fund Act ? [15]

P.T.O.

- 6.** Write notes on (any *three*) : [15]
- (a) Payment of Wages to the workers engaged by contractor under The Contract Labour Act.
 - (b) Recovery of bonus under the Payment of Bonus Act.
 - (c) Inspector under the Minimum Wages Act.
 - (d) Nomination under the Provident Fund Act.

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3876]-144

B.H.M.C.T. (Second Semester) EXAMINATION, 2010

804 : ADVERTISEMENT AND PUBLIC RELATIONS

(2002 PATTERN)

Time : Three Hours

Maximum Marks : 80

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt any *five* questions from Q. No. 2 to Q. No. 8.

1. Write short notes on (any *four*) : [20]

(a) a

(b) a

(c) a

(d) a

(e) a

(f) a

2. a [10]

3. a [10]

4. a [10]

5. a [10]

P.T.O.

6. a [10]

7. a [10]

1. (a) a [6]

(b) a [6]

(c) a [4]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3876]-401

M.P.M. (Fourth Semester) EXAMINATION, 2010

401 : ORGANISATIONAL DEVELOPMENT AND QMS

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 5 is compulsory.

(ii) Solve any 4 questions from remaining.

(iii) Figures to the right indicate full marks.

1. (a) Define Organisational Development. [3]
(b) Explain the various steps involved in Action Research Model in OD. [12]
2. (a) Define the term Interventions. [3]
(b) Explain and elaborate the structural interventions. [12]
3. (a) Explain the OD process. [5]
(b) Elaborate the role of an OD consultant with respect to Client-Consultant relationship. [10]
4. (a) What are the stages of Team Development ? [5]
(b) Elaborate the Socio-technical system in OD. [10]

P.T.O.

- 5.** Write short notes on (any *two*) : [10]
- (a) Force-field Analysis
 - (b) Quality of Work-Life
 - (c) Self-Managed Teams
 - (d) Just-in-time
- 6.** (a) Define structural Interventions. [5]
- (b) Elaborate work-redesign. [10]

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-402

M.P.M. (Fourth Semester) EXAMINATION, 2010

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

(NEW 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 strategic HRM. Elaborate its need and importance.
2. Write a detailed note on the 'workforce diversity' in context of HR Environment.
3. Discuss the importance of competency mapping in implementing training and development strategies.
4. Design KRA's for personnel manager of an organization.
5. Discuss in detail the concept of 'performance based pay and broad banding'.
6. Explain linkage between strategy and strategic recruitment and selection effectiveness.

P.T.O.

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

(i) Autonomous work teams

(ii) Human side of mergers and acquisitions

(iii) Personnel values and business ethics

(iv) Demographic changes.

Total No. of Questions—3]

[Total No. of Printed Pages—4+1

[3876]-403

M.P.M. (Fourth Semester) EXAMINATION, 2010

403 : CASES IN PERSONNEL MANAGEMENT AND

INDUSTRIAL RELATIONS

(NEW 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

P.T.O.

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.

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.

Pune Metals Ltd. employs 546 workers and 112 staff. Its accounts department is headed by accounts manager who has under him a cashier and two clerks. During annual audit of accounts the auditor noticed 3 vouchers for purchase of stamp pads and ink showing exorbitant amounts. The vouchers were duly passed for payment by stores in charge and accounts manager. The amount was received by the clerk. On further enquiries it was felt that the vouchers

were at first made for Rs. 55, Rs. 75 and Rs. 65, sanctions were obtained from stores in charge and accounts manager and then the figures were changed to Rs. 550, Rs. 750 and Rs. 650. The company called the clerk and cashier and questioned them. Both of them pleaded ignorance and said they did their duty of making the payment according to passed voucher. The clerk was questioned as to how he bought stamp pad and ink for such a high price to which he replied that it was the instruction of accounts manager. The company decided to discharge the cashier and clerk for loss of confidence. The cashier and clerk approached the union. The union now demands reinstatement of cashier and clerk and instead termination of accounts manager.

Questions :

- (i) Give a suitable title to the case and justify your title. [10]
- (ii) How would you decided the case ? [10]
- (iii) What precautions you would advice in order to avoid recurrence of such a situation in future ? [10]

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-404

M.P.M. (Fourth Semester) EXAMINATION, 2010

404 : MARKETING MANAGEMENT

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain the following terms, with examples :

- (a) Needs
- (b) Wants and demand
- (c) Products
- (d) Value
- (e) Cost and satisfaction
- (f) Exchange and transactions.

2. Write a detailed note on functions of marketing.

3. Why is 'marketing plan' needed ? What are the contents of a marketing plan ?

4. Hindustan Unilever Ltd., is a multiproduct sales organization having national spread. Draw and justify its organization structure, which you think is the best.

P.T.O.

5. Peocit Technologies Pvt. Ltd., is a software product company which sells their products to the financial corporations. Discuss the criteria they should use to select appropriate sales force.
6. What are different methods of sales force compensation ? Elaborate in detail.
7. Write notes on any *two* of the following :
 - (a) Obstacles to marketing control
 - (b) Areas of sales training
 - (c) Competitive analysis
 - (d) Marketing Vs. Selling.

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3876]-405

M.P.M. (Fourth Semester) EXAMINATION, 2010

405 : LABOUR LAW-IV

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain the provisions for the Payment of Gratuity Act relating to nomination by employee.
2. State the objects and scope of the Payment of Wages Act. What are the various responsibilities of employer under the Payment of Wages Act ?
3. What is meant by “Minimum Wages” ? Explain the procedure for fixing and revising minimum rate of wages under the Minimum Wages Act.
4. What is minimum and maximum bonus ? How is bonus recover from the employer ? Is there any time limit for payment of bonus ?

P.T.O.

5. What is the method of determining Gratuity under the Payment of Wages Act ?
6. What is set-on and set-off under the Payment of Bonus Act ?
7. What are the salient features of the Payment of Gratuity Act ?
8. Write notes on (any *two*) :
 - (a) Penalty for offences under the Payment of Gratuity
 - (b) Objectives of the Minimum Wages Act
 - (c) Inspector under the Payment of Wages Act
 - (d) Allocable and available surplus.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-41

M.P.M. (Fourth Semester) EXAMINATION, 2010

401 : ORGANISATIONAL DEVELOPMENT AND QMS

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Discuss the concept of Organisation Development. What should be the values and assumptions in the task of OD ?
2. State any *three* types of OD interventions with examples of any organization that you have come across.
3. What are the stages of team development ? What is socio-technical system in OD ?
4. Discuss the term intervention in OD. Explain in detail the advantages of structural intervention.
5. What is diagnosis in OD ? Explain the importance of correct diagnosis in the success of OD.
6. What is the role of OD consultant ? Discuss importance of ethical issues in OD consulting.

P.T.O.

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

- (a) T group training
- (b) Change agent
- (c) Just in time
- (d) Suggestion scheme.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-42

M.P.M. (Fourth Semester) EXAMINATION, 2010

**402 : STRATEGIC HUMAN RESOURCE MANAGEMENT AND
CORPORATE PLANNING
(OLD 2005 PATTERN)**

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Elaborate the nature, importance and scope of corporate planning. [14]
2. Explain the concept of vision, mission and objectives of business with suitable examples. [14]
3. What is the meaning of the term strategy evaluation ? Explain the methods of strategy evaluation. [14]
4. Elaborate the linkage between HR strategies and Business strategies. [14]
5. Discuss the advantages and disadvantages of dual career couples in an organisation. [14]
6. Define performance appraisal. Elaborate 360° method of evaluation. [14]

P.T.O.

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

[14]

- (a) Outsourcing
- (b) Labour standards
- (c) Profit-sharing
- (d) VRS.

Total No. of Questions—3]

[Total No. of Printed Pages—4+2

[3876]-43

M.P.M. (Fourth Semester) EXAMINATION, 2010

**403 : CASE STUDY IN PERSONNEL MANAGEMENT AND
INDUSTRIAL RELATIONS
(OLD 2005 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. No. 2 and Q. No. 3.

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

1. Case No. 1 :

Pune Cooperative Bank appoints several temporary employees for different periods. Their standard appointment letter stated that the temporary services could be terminated at any time with one month's notice or one month's pay in lieu of notice.

The manager of bank's Karvenagar branch noticed that the work of one temporary clerk was not satisfactory. He was neither regular nor punctual. He committed several mistakes in his work. He was found to be indifferent and irresponsible. He was, therefore, orally warned about improvements in his work several times but he was not given any written memos or notices. Nothing was kept on record by way of adverse remarks against him. This was done with a view to encouraging newly recruited temporary employees to do their work with confidence.

P.T.O.

According to the rules of the bank, the temporary employee became permanent automatically after two years period. So at the end of one year and ten months, the manager of Karvenagar branch gave in writing to the divisional manager that this temporary clerk should be removed from the job since he had not shown any improvement in his work. His services were accordingly terminated by giving him one month's pay in lieu of one month's notice.

The clerk then went to the court of law stating that natural justice was not done to him since there was nothing on record by way of adverse remarks against him and that if he could be employed for one year and then months, he could not be regarded as totally incompetent. He further complained that the bank did not offer enough guidance and information to him as a result of which his work suffered. The court upheld his contention and directed the bank to reinstate him. The bank had to reinstate him.

The chief executive of the bank soon thereafter issued a confidential circular to all the managers that in future every manager must keep a detailed record of work assessment of every temporary employee and even small points must be correctly recorded. The temporary employees soon began to receive memos and notices. During the next three months services of 20 out of 35 temporary employees were terminated.

Questions :

- (1) Give a suitable title to the case and justify the same. [10]

- (2) What problems do you foresee for the bank ? [15]
- (3) How you would have handled the situation so that there was no problem ? [15]

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 USA. The company is enjoying good status for quality products.

As is known, there was slump in IT industry as also there were Government interventions in IT industry by all countries imposing restrictions on the imports. Consequently, this company received a severe set back 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 :

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

3. Case No. 3 :

Motherboard Company Ltd. employs about 1600 workers, who are unionized in 4 different unions one of which is an internal union. Internal union has cordial relations with the company and the other three unions, being outside unions, are not so cooperative and at times problematic.

The company has an industrial canteen where food items are provided to workers at heavily subsidized rates e.g. Chivada 40 gms for 10 paise. Many workers take dozens of chivada packets home for wet party. Management decided to put an end to this and notified that the canteen items are meant for consumption in the company premises only. Company further notified that anyone found carrying away canteen items would be dealt with very seriously.

One of the outside unions decided to protest this decision of management and its leader carried one chivada packet in token protest. The watchman at the gate stopped him but the leader did not listen to the watchman and started going out. All other workers were watching this. Management charge sheeted the leader, conducted enquiry and leader was found guilty.

At about the same time, a worker from internal union was sent to laboratory for fetching some equipment. The worker, while carrying the equipment also carried one platinum cup which is very costly. This worker was also caught at the gate by watchman. The worker was charge sheeted and enquiry conducted wherein he was found guilty.

Before deciding any action, the general manager called a meeting of all department heads. The matter was discussed in detail. The department heads opined differently viz.

- (1) Cup theft be dismissed, chivada theft be suspended for 2 to 4 days.
- (2) Both be dismissed.
- (3) Cup theft is internal union hence suspended and chivada theft be dismissed.
- (4) Both be suspended to avoid any complications.
- (5) Both cases be ignored this time, next time stern action can be taken.

Questions :

- (1) Give a suitable title to the case and justify your title. [10]
- (2) What action would you recommend ? Why ? [10]
- (3) How to deal in such situations where there are multiple unions ? [10]

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3876]-44

M.P.M. (Fourth Semester) EXAMINATION, 2010

404 : MARKETING MANAGEMENT

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Discuss the importance of promotion in marketing with the help of suitable examples. Also explain various tools of promotion.
2. Why do companies regularly introduce new products ? Explain various stages in new product development in detail.
3. Explain various functions performed by marketing channels.
4. “Packaging is a silent salesman.” Comment. Justify your answer with the help of suitable examples.
5. “Marketing mix has to be altered at different stages of product life cycle.” Do you agree ? Justify.
6. What is the significance of ‘price’ element in marketing and overall business activities ? Also discuss various factors that influence pricing decisions.

P.T.O.

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

(a) Significance of branding

(b) Types of new products

(c) Product mix.

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3876]-45

M.P.M. (Fourth Semester) EXAMINATION, 2010

405 : LABOUR LAWS-IV

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain provision of Income Tax Act for valuation of perquisites for taxation purpose under Income Tax Act 1961.
2. Explain in detail duties of food inspector under Food and Adulteration Act.
3. Explain in detail electronic signature and E-governance.
4. Explain salient features of Central Pension Act.
5. Explain misbranding under PFA Act.
6. Explain income tax provisions related to housing properties.
7. Explain any *one* return under labour laws.

P.T.O.

8. Write short notes on any *two* :

(a) Tax deduction at source

(b) Cyber crimes

(c) Food adulteration

(d) Valuation of House Rent under income tax.