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[4276]-101

M.P.M. (First Semester) EXAMINATION, 2012

101 : PRINCIPLES AND PRACTICES OF MANAGEMENT

AND ORGANISATIONAL BEHAVIOUR

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) Figures to the right indicate full marks.

1. (a) Define the term OB. Explain S.O.B.C. model of O.B. [15]

(b) Elaborate the levels of management in detail. [10]

2. What do you understand by attitudes ? Do you think attitudes can be changed ? [15]

3. What are the different types of business plans ? Elaborate planning premises. [15]

4. “Conflict management skills are key to organisational success.” Discuss. [15]

P.T.O.

5. Discuss the relationship between planning and control. [15]
6. Define the terms group. Explain the different forms of group. [15]
7. Write short notes on (any *three*) : [15]
- (a) MBO
 - (b) Attributes of a good leader
 - (c) Principles of decision making
 - (d) Causes of stress
 - (e) Morale and productivity.

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[4276]-102

M.P.M. (First Semester) EXAMINATION, 2012

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. What is Labour Economics ? Describe its nature and scope in detail.
2. Explain 'Wage Differentials'. Are you in favour of it ? Justify your answer with examples.
3. Discuss the role of small scale industry in India and problems faced by it in the period of globalisation.
4. What do you mean by efficiency of Labour ? Suggest measures to improve efficiency of Indian Labour.

P.T.O.

5. Explain fully Alfred Weber's theory of Industrial Location.
6. Discuss problems faced by Child and Women Labour in India.
7. Write short notes on (any *two*) :
 - (a) Unemployment in India
 - (b) Sources of Industrial Finance
 - (c) Public Sector Vs Private Sector
 - (d) Services sector in India.

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[4276]-103

M.P.M. (First Semester) EXAMINATION, 2012

103 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

1. (a) Differentiate between Personnel and Human Resource Management. [15]
(b) Explain the role of an HR manager in an organisation. [10]
2. What are the sources of recruitment ? Explain any *two* in detail. [15]
3. Explain any *two* methods of training in detail. [15]
4. What are the different methods of settlement of disputes in industry ? [15]

P.T.O.

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

(a) *Any one* method of performance appraisal

(b) Quality circles

(c) VRS

(d) Job evaluation.

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[4276]-104

M.P.M. (First Semester) EXAMINATION, 2012

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) Explain the concept of Industry and Psychology with suitable examples. [10]
(b) Discuss the nature, importance and scope of Industrial Psychology. [15]
2. What do you understand by Individual behaviour ? Discuss the factors that affect individual behaviour in Industry. [15]
3. Define Industrial Psychology and explain the subfields of Psychology with their practical application. [15]
4. Is there any differences between Male and Female Psychology ? Discuss the impact of these differences on productivity. [15]

P.T.O.

5. How does individual and group behaviour differ in an organisation ?
Discuss the characteristics of group behaviour. [15]
6. Explain the different types of Psychological tests used in Industry
and discuss the concept of reliability of a test. [15]
7. Write short notes on any *three* : [15]
- (a) Role of Industrial Psychologist
 - (b) Group dynamics
 - (c) Individual differences
 - (d) Reliability of Psychological tests
 - (e) Research methods in Psychology.

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[4276]-105

M.P.M. (First Semester) EXAMINATION, 2012

105 : LABOUR LAWS—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Explain under Industrial Employment (Standing Orders) Act, 1946 :

(a) Matters to be included in standing orders. [10]

(b) Procedure for submission of draft standing orders and certification of the same by certifying officer. [10]

(c) Acts constituting misconducts. [5]

2. Write under Maharashtra Recognition of trade unions and preventions

of Unfair Labour Practices Act, 1971 : [15]

(a) Objectives of the Act

(b) Unfair Labour Practice on the part of trade unions.

(c) Rights of Recognised trade unions.

P.T.O.

- 3.** Write notes under Industrial Disputes Act, 1947 : [15]
- (a) Objectives of the Act
 - (b) Define “Industrial Disputes” and machinery appointed for settlement of such disputes with their functions.
- 4.** Write under Industrial Disputes Act, 1947 : [15]
- (a) Differences between “Strikes” and “Lock out”
 - (b) Prohibition of strikes and lockouts under Section 22
 - (c) Definition of worker.
- 5.** Write short notes on any *three* : [15]
- (a) Layoff and retrenchment
 - (b) Principles of Natural Justice
 - (c) Posting, duration and modification of standing orders
 - (d) Meaning of “Industry” under Industrial Disputes Act
 - (e) Recovery of money due from employer under MRTU and PULP Act.

Total No. of Questions—7]

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[4276]-201

M.P.M. (Second Semester) EXAMINATION, 2012

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* out of the remaining.

(iii) Figures to the right indicate full marks.

1. (a) Define the term 'Labour Welfare' and describe the various theories of Labour Welfare. [15]
(b) Explain the objectives of Labour Welfare. [10]
2. Critically examine the inter-relationship between welfare and productivity. [15]
3. Explain the role, functions and duties of the welfare officer. [15]
4. Describe the welfare, safety and health provisions under the Plantation Labour Act, 1951 and Mines Act, 1952. [15]

P.T.O.

5. Discuss the merits and demerits of rising urbanisation in developing countries due to rapid industrialisation and its impact on social health. [15]
6. State the structure, scope and objectives of ILO. [15]
7. Write short notes on (any *three*) : [15]
- (a) Corporate social responsibility
 - (b) Non-statutory welfare-amenities
 - (c) Functioning of Maharashtra Welfare Board
 - (d) Ethics and welfare
 - (e) Worker's education and Labour welfare.

Total No. of Questions—6]

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[4276]-202

M.P.M. (Second Semester) EXAMINATION, 2012

202 : STATISTICAL TECHNIQUES

AND RESEARCH METHODOLOGY

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory. Attempt any *three* from the remaining questions.

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

(iii) Figures to the right indicate full marks.

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

Weight (in kg)	No. of Bags
80—89	8
90—99	16
100—109	20
110—119	26
120—129	50

P.T.O.

(b) Explain meaning of research with one definition of research. [10]

(c) Write a note on motivation in research. [5]

2. (a) Draw a pie chart from the following data : [10]

Item of Expenditure	Expenditure (in ₹)
Food	3,000
Clothing	500
Transport	1,000
House rent	1,000
Energy	500
Misc.	2,000

(b) What is null hypothesis and alternate hypothesis ? [5]

3. (a) Write a note on stratified random sampling. [10]

(b) Write a note on Likert scale. [5]

4. (a) What is research design ? Explain. [10]

(b) Calculate mean, median for the following data : [5]

X = 36, 35, 42, 39, 41, 37, 40, 31, 32, 36.

5. (a) Explain the research process. [10]

(b) Give characteristics of a good questionnaire. [5]

6. Write notes on any *three* :

[15]

- (i) Sample and population
- (ii) Utility of research
- (iii) Scaling techniques
- (iv) Bar charts
- (v) Primary data collection.

Total No. of Questions—7]

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[4276]-203

M.P.M. (Second Semester) EXAMINATION, 2012

203 : INDUSTRIAL RELATIONS AND TRADE UNION

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *three*) : [18]

- (a) Role of 'Arbitration' as substitute to Adjudication.
- (b) Principles (Basis) of 'Collective Bargaining'.
- (c) Role of judiciary in settling Industrial disputes.
- (d) Inter and Intra union rivalry in Indian Trade Union Movement.
- (e) Employee's stock option plan (ESOP).

2. Karl Marx said "Disputes between management and unions is an inevitable part of industrial life" It is a 'Class conflict'. Critically examine the statement. [13]

3. Explain changing role of trade unions in the context of Globalization. [13]

P.T.O.

4. “Effective grievance handling system is a tool for avoiding Industrial disputes.” Explain. [13]
5. “The concept of Collective Bargaining has reduced industrial disputes in India.” Critically examine the statement. [13]
6. Explain the various methods used in industry for effective workers participation in various activities. [13]
7. Any Quality Management System (QMS) program is successful only if union/workers co-operate in such efforts. Explain importance of ‘Industrial Relations’ in implementing QMS program. [13]

Total No. of Questions—7]

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[4276]-204

M.P.M. (Second Semester) EXAMINATION, 2012
204 : PERSONNEL ADMINISTRATION AND SYSTEM
PROCEDURE
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

(iii) Figures to the right indicate full marks.

1. Define Personnel Administration. Explain its objectives and principles.
2. Explain the term Domestic Enquiry. What are the principles of Natural Justice ?
3. What is the Show Cause Notice. Explain it with an appropriate format.
4. What is the difference between Appointment Order and Appointment Letter. Give the formats in detail with example.
5. Describe personnel policy with its need, objectives and process.

P.T.O.

6. Explain in detail the procedure involved in filing statutory returns of TDS.
7. Write short notes on (any *two*) :
- (a) Job enlarge and job enrichment
 - (b) Professional tax
 - (c) Promotion
 - (d) Merit rating.

Total No. of Questions—7]

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[4276]-205

M.P.M. (Second Semester) EXAMINATION, 2012

205 : LABOUR LAWS—II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Define “worker” and explain provisions relating to Health measures under Factories Act, 1948.
2. Answer the following under Bombay Shops and Establishment Act, 1948 :
 - (a) Spreadover of employment in shops
 - (b) Opening and closing hours of shops, restaurant and eating places.
3. State the provisions regarding Electronic Governance and Digital Signature under Information Technology Act, 2000.
4. Explain the provisions for licensing of contractor and define who is “contract labour”, under the Contract Labour Act, 1970.
5. State any *seven* authorised deductions under Payment of Wages Act, 1936.

P.T.O.

6. What are welfare measures prescribed under Factories Act, 1948 ?
7. Write short notes on (any *two*) :
- (1) Factory Inspector
 - (2) Certifying surgeon
 - (3) Regulation of certifying authority under I.T. Act, 2000
 - (4) Fine under Payment of Wages Act.

Total No. of Questions—5]

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[4276]-301

M.P.M. (Third Semester) EXAMINATION, 2012

301 : TRAINING AND DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory and carrying 25 marks.

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

1. (a) Design and Draft 'Supervisory Skills Development Program' for developing supervisor's motivating skills toward their subordinates. [15]
- (b) How MDPs are different from technical trainings ? [10]
2. What is the need for training in industries ? [15]
3. On what basis the budgeting of training is done ? [15]
4. Why training is resisted ? How can it be overcome ? [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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[4276]-302

M.P.M. (Third Semester) EXAMINATION, 2012

302 : INDUSTRIAL SAFETY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) Figures to the right indicate full marks.

1. What is Industrial Safety Management ? Explain in detail unsafe actions and conditions. [10]
2. State the trade unions and Government responsibility in respect of safety. [20]
3. Define 'Disaster' and 'Disaster Management' and state its importance'. [20]
4. State the impact of Accidents on Employees and Management. [20]

P.T.O.

- 5.** Describe various measures for prevention of Environmental pollution.
Also state the causes of Environmental pollution. [20]
- 6.** Write short notes on any *two* : [20]
- (i) Meaning of Water pollution and techniques of pollution control
 - (ii) Various reasons of fire
 - (iii) Cost of Accidents
 - (iv) Reasons of Air Pollution.

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[4276]-303**M.P.M. (Third Semester) EXAMINATION, 2012****303 : LABOUR COSTING AND COMPENSATION MANAGEMENT
(OLD AND NEW 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.** Calculate earning of Mr. Ram for one week under :

(i) Straight piece rate

(ii) Differential piece rate (Taylor's)

(iii) Halsey Premium Plan

(iv) Rowan Premium Plan

Weekly working hours = 44 hrs

Hourly wage rate = Rs. 30/-

Piece rate per unit = Rs. 5/-

Normal time taken per piece = 10 minutes

Normal output per week = 264 units

Actual output for the week = 300 units. [14]

P.T.O.

2. What do you understand by the terms 'Direct Cost' and 'Indirect Cost' ? Explain with examples, the concepts of 'Direct Labour Cost' and 'Indirect Labour Cost'. [14]
3. Discuss in detail various factors to be considered while designing sound incentive schemes with respect to direct and indirect workers. [14]
4. What are the various components of salaries and wages ? State various permissible deductions from salaries and wages. [14]
5. What is the meaning of the term 'Labour Turnover' ? What are its causes ? Discuss various measures taken to control 'Labour Turnover'. [14]
6. State the merits and demerits of 'Time Rate' and 'Piece Rate' systems of wage payment. Discuss suitability of these systems with examples. [14]
7. Write short notes on (any *two*) : [14]
 - (i) Labour Productivity
 - (ii) Over Time and Idle Time
 - (iii) Time-keeping and Time-booking
 - (iv) Elements of Cost.

Total No. of Questions—7]

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[4276]-304

M.P.M. (Third Semester) EXAMINATION, 2012

305 : LABOUR LAWS—III

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Figures to the right indicate full marks.

1. (a) What are the benefits available under Maternity Benefit Act ? [8]
(b) What are the eligibility requirements for Maternity benefits ? [6]
2. Explain the following under Workmen's Compensation Act :
(a) Injury arising out of and in the course of employment. [7]
(b) Partial and total disablement. [7]
3. What are the various provisions prescribed under Chapter V of the Employee's State Insurance Act, regarding employee's benefits ? [14]
4. Discuss the objectives and application of Employee's Provident Fund and Miscellaneous Provisions Act. [14]

P.T.O.

5. (a) State and explain the occupational diseases under Employee's State Insurance Act. [7]
- (b) What are the duties and functions of the Inspector as per the Employee's State Insurance Act ? [7]
6. Describe the provisions relating to Nomination and Transfer under Employee's Provident Fund and Miscellaneous Provisions Act. [14]
7. Write short notes on any *two* : [14]
- (a) Penalties to the employer under Maternity Benefits Act
- (b) Dependents under Workmen's Compensation Act
- (c) Restrictions on employment under Maternity Benefit Act.

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[4276]-31**M.P.M. (Third Semester) EXAMINATION, 2012****301 : TRAINING AND DEVELOPMENT****(2005 PATTERN)****Time : Three Hours****Maximum Marks : 70****N.B. :—** (i) Attempt any *five* questions.(ii) *All* questions carry equal marks.

1. What do you understand by “Training” ? Distinguish between Training and Education.
2. Explain the objective of Training and Training need analysis in detail.
3. Explain the Training Process in detail.
4. What is evaluation of a Training Programme ? Explain the need of evaluating a Training Programme.
5. What is learning ? Explain the Principles of learning.
6. Write short notes on (any *two*) :
 - (i) Cost benefit analysis
 - (ii) Training calender
 - (iii) Mentoring
 - (iv) KIRKPATRIK Model.

Total No. of Questions—6]

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[4276]-32

M.P.M. (Third Semester) EXAMINATION, 2012

302 : INDUSTRIAL SAFETY MANAGEMENT

(2005 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 acts and unsafe conditions regarding safety. [10]
2. What qualifications are required to become a safety officer ? What are the duties and responsibilities of safety officer ? [20]
3. Discuss the types of fire and preventive measures to extinguish each type of fire. [20]
4. State salient features of Water Pollution Act, 1974. [20]
5. Explain in detail Environment Protection Act, 1986 with reference to definition, handling hazardous substances and penalties for contravention of the Act. [20]

P.T.O.

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

(a) Cost of accidents

(b) Impact of accidents on productivity and employees

(c) Effect of noise and its control

(d) Safety Committee.

Total No. of Questions—7]

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[4276]-34

M.P.M. (Third Semester) EXAMINATION, 2012

305 : LABOUR LAWS—III

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Figures to the right indicate full marks.

1. What are the objectives of fixing and revising minimum rate of wages ? What is the procedure for revising minimum rate of wages ? [14]
2. Explain under Provident Fund Act (any *two*) : [14]
 - (a) Wages
 - (b) Exempted employees
 - (c) Exemptions.
3. (a) “Bonus is a dynamic concept.” Discuss. [7]
(b) When is an employee disqualified from receiving bonus under The Payment of Bonus Act. [7]
4. (a) Explain the features of The Payment of Gratuity Act. [7]

- (b) Calculate the amount of gratuity payable to Mr. A who was working 35 years and resigned after that. His last wages were Rs. 1,560. [7]
5. Prescribe any *seven* employment (categories of work) where employment of contract labour has been prohibited. [14]
6. Who is principal employer and contractor under Contract Labour Act ? [14]
7. Write notes on (any *two*) : [14]
- (a) Minimum and Maximum Bonus
 - (b) Fair and living wages
 - (c) Contribution of employee for P.F.

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[4276]-401

M.P.M. (Fourth Semester) EXAMINATION, 2012

**401 : ORGANIZATION 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. Define organization development and explain various steps in Action Research Model of O.D.
2. Explain and elaborate the socio-technical system in O.D.
3. Explain the meaning of client consultant relationship and its major challenges.
4. Discuss the role of O.D. consultant and ethical issues involved in O.D. consultancy.
5. Elaborate force-field analysis in O.D. in your own language.

P.T.O.

6. Explain various steps in team building giving suitable illustrations.

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

(a) Just-in-time

(b) Quality circle

(c) Change agent

(d) Quality of work life.

Total No. of Questions—7]

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[4276]-402

M.P.M. (Fourth Semester) EXAMINATION, 2012

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. Explain the term strategic HRM. What are the steps for developing HR strategies ?
2. What are the most important demographic societal and workforce trends affecting the HRM today.
3. Elaborate the advantages and disadvantages of employee empowerment and employee involvement.
4. What is cross-cultural training ? Elaborate its usefulness in today's scenario ?
5. Differentiate between performance based pay, skill based pay and team based pay with suitable examples.

P.T.O.

6. Elaborate the different retrenchment strategies. Explain any *two* in detail.
7. Write short notes on (any *two*) :
- (a) KRA
 - (b) Personal values
 - (c) Human side of mergers and acquisition
 - (d) Autonomous work teams.

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[4276]-403

M.P.M. (Fourth Semester) EXAMINATION, 2012

403 : CASES IN PERSONNEL MANAGEMENT AND

INDUSTRIAL RELATIONS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *two* cases.

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

(iii) Only the answers to the questions will be evaluated.

1. Principles of Selection

Granites Ltd. is a 17 years old 50 crore turnover marble manufacturing public limited company employing about 700 workers and 150 staff.

All the workers are unionized. Polishing of marble stones is the most skillful production job in the company. The company bought a new polishing machine and trained its existing polishing workers.

One of the existing workers was put on the new machine and his

P.T.O.

vacancy needed to be filled in. There was an agreement with the union of workers that any vacancy will be filled in alternatively—once from within i.e. the relatives, friends and known persons of existing workers and second from outside i.e. open advertisement etc. As for filling in vacancy from within, there would be a committee consisting of 2 representatives of management and 2 representatives of workers.

This vacancy was decided to be filled from within and applications were invited. Total 38 applications were received. The committee was constituted. The committee scrutinized the applications, conducted written test and oral interview and finally recommended 2 candidates to management leaving the choice to management to select one out of the two. Committee said both the candidates were more or less equally well.

Company selected one of the two based upon who was his relative in the company and his record. The candidate joined. But within

15 days that candidate resigned for personal reasons. The vacancy was created once again.

This time the management decided to fill in the vacancy from outside and started the process. At this time the second candidate came forward and claimed that the two candidates were more or less equally well and hence he should be employed if the first candidate resigned. Management replied that what was decided that the vacancy will be filled alternatively and this time it is the turn of management. The union obviously stood behind the candidate. Management was firm on their stand.

Questions :

- (i) Why do you feel management was right in their decision ? [12]
- (ii) Why do you feel union and candidate were right in their stand ? [12]
- (iii) What steps you will advise to management to avoid any such situation in future ? [11]

2.

Is it a Strike ?

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

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

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

After about 10 minutes the manager came out and told workers to go back to work. But workers were interested in knowing action against the worker. They said this to the manager. But the manager warned them that if they do not go back to work immediately, they will be treated as on strike and the strike is illegal for which strict action will be taken against all workers.

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

Questions :

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

3.

Withholding Gratuity

Sai Steel Ltd. is a forging company employing 450 workers. The Payment of Gratuity Act is applicable to the company.

Due to adverse market conditions the company lost some business and in order to save losses, among other steps, it introduced Voluntary Retirement Scheme. Several workers applied for VRS and after scrutiny almost all applications were decided to be accepted. Among them was one worker Prakash who had recently taken loan from cooperative credit society of the workers for which two other workers were sureties. If Prakash went with VRS dues the society will recover the loan from sureties.

The sureties therefore approached management and requested management to recover the society loan from the dues payable to Prakash. Management was obviously concerned with the workers who were not opting for VRS and continuing with the company. They agreed with their suggestion and deducted the loan amount from the gratuity of Prakash.

Prakash then approached the authority under the Act complaining unlawful deduction from gratuity payable to him.

Questions :

- (i) Was the management right in recovering the loan amount from gratuity ? [12]
- (ii) Would Prakash succeed in his case before the authority ? [12]
- (iii) How would you have handled the situation, taking care of all ? [11]

Total No. of Questions—7]

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[4276]-404

M.P.M. (Fourth Semester) EXAMINATION, 2012

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. Explain the following concepts in detail :

- (a) Production concept
- (b) Product concept
- (c) Selling concept
- (d) Marketing concept
- (e) Societal marketing concept.

2. Elaborate impact of the following environments on formulating marketing plan :

- (a) Economic environment
- (b) Political environment
- (c) Socio-cultural environment
- (d) Technical environment.

3. Compare merits and demerits of product based organisation structure and territory based organisation structure for a large nationwide sales organization.

P.T.O.

4. Write a detailed note on competitive analysis.
5. “Not only proper selection, but also relevant training is the backbone of successful sales target achievement for sales persons.”
Comment.
6. Elaborate need for market evaluation and control.
7. Write notes on any *two* of the following :
 - (a) Marketing ethics
 - (b) Improving sales productivity
 - (c) Methods of non-monetary compensation.

Total No. of Questions—7]

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[4276]-405

M.P.M. (Fourth Semester) EXAMINATION, 2012

405 : LABOUR LAW—IV

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) All questions carry equal marks.

1. Define wages under Payment of Wages Act, 1936. Explain in detail provisions for the following deductions :
 - (a) Amenities provided by employer
 - (b) Social security fund
 - (c) Insurance.
2.
 - (a) Explain the term Gratuity. When is it payable ?
 - (b) An employee joins an organization on 1st May 1972 and retires on 31-10-2008. His last drawn salary is basic 17,500 and D.A. 10% of basic. Calculate gratuity payable to him.
3. Define bonus. Explain the following terms :
 - (a) Allocable surplus
 - (b) Computation of gross profit.
4. Explain powers and functions under Minimum Wages Act, 1948.

P.T.O.

5. State the objects and scope of Payment of Wages, Act 1936. Elaborate responsibilities of Employer under this law.
6. Explain the provisions for forfeiture of gratuity.
7. Write short notes on any *two* of the following :
 - (a) Time limit for payment of wages
 - (b) Gratuity payable before completion of minimum period of employment
 - (c) Returns under Bonus Act, 1965
 - (d) Definition of Minimum Wage.

Total No. of Questions—7]

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[4276]-41

M.P.M. (Fourth Semester) EXAMINATION, 2012

401 : ORGANIZATIONAL DEVELOPMENT AND

QUALITY MANAGEMENT SYSTEM

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Define O.D. Explain significance of O.D. in detail.
2. Bring out the role of O.D. consultant and discuss ethical issues in O.D. consulting.
3. What is 'O.D. Intervention' ? Explain in detail structural intervention.
4. Explain Action Research Model in O.D. and discuss steps involved in it.
5. Explain the meaning of client consultant relationship and challenges involved in it.

- 6.** Explain Force Field Analysis in O.D. by enumerating its salient features.
- 7.** Write short notes on (any *two*) :
- (a) Change Agent
 - (b) Quality Circles
 - (c) Role Negotiation.

Total No. of Questions—7]

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[4276]-42

M.P.M. (Fourth Semester) EXAMINATION, 2012

402 : STRATEGIC HUMAN RESOURCE MANAGEMENT

AND CORPORATE PLANNING

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Define the term corporate planning with its nature. Distinguish between traditional planning and strategic planning.
2. Explain the term strategy. What are the different levels of strategy formulation ?
3. Elaborate Porter's 5 force model in detail.
4. Explain the concept of flexi time in an organisation with its merits and demerits.
5. What are the different retrenchment strategies ? Explain any *two* in detail.

- 6.** Elaborate the various compensation strategies with reference to profit sharing and gain sharing.
- 7.** Write short notes on (any *two*) :
- (a) Employee Referrals
 - (b) WTO
 - (c) Objectives of business
 - (d) Quality of work life
 - (e) Employee Involvement.

Total No. of Cases—3]

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[4276]-43

M.P.M. (Fourth Semester) EXAMINATION, 2012

403 : CASES STUDIES IN PERSONNEL MANAGEMENT

AND INDUSTRIAL RELATIONS

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *two* cases.

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

(iii) Only the answers to the questions will be evaluated.

1. Seniority Criteria

Laxmi Metal Works Ltd. is an engineering manufacturing company employing 250 workers and staff. There is a union of workers led by an outsider. The overall relations between the management and workers are cordial.

When the supervisor retired on attaining the age of superannuation the vacancy was decided to be filled in by promotion. Management invited applications. Many workers applied. Written test and interview

P.T.O.

were conducted. Finally there were two candidates from whom the final selection for promotion to the post of supervisor was to be made.

One of the two candidates was 45 years old, had joined the company 12 years ago and was ITI certificate holder. The other candidate was 43 years old, had joined the company 14 years ago and was also an ITI certificate holder. Both of them were found suitable for the post of supervisor.

First candidate said he was senior in age and he should get the post of supervisor. The other said he has put in more number of years of service in the company and he should be preferred. Management is now in a difficult situation.

Questions :

- (i) Is the first candidate right ? How ? [12]
- (ii) Is the second candidate right ? How ? [12]
- (iii) As management, what would you decide in this situation ? [11]

2. Unfair Labour Practice

Dattatraya Industries Ltd. is an electric appliances manufacturing company employing 550 workers. Staff is 125. The workers are united

under the leadership of a political party. The relations between management and workers are distrustful and strained.

At the time of revision of wages settlement, the union took an adamant stand the talks were prolonged. Some workers lost patience and dissociated themselves with that union and also formed a new internal union. The new union approached management and requested to start negotiations with them on their charter of demands.

Management kept talking to both the unions and finally placed before both the unions a draft settlement which was fair and reasonable. Management said that the union which brings signatures of majority of workers will be the signatory of the settlement. The new union mustered the support of nearly 300 workers and approached management. Management signed settlement with new union.

Thereafter management called the old union and told them that if they sign the settlement they will also get the benefits of the settlement. The old union said they will not sign the settlement which is signed by the new union.

Old union then started agitating that management is denying the benefits of settlement to their members and management is committing unfair labour practice. The old union started go slow and said if some workers are getting more wages, with less wages their members would produce less.

Questions :

(i) Has the management committed any unfair labour practice ?

How ? [12]

(ii) Has the old union and their members committed any unfair labour practice ? How ? [12]

(iii) If you were management, how would you have resolved the situation ? [11]

3. Is it a lock-out ?

Sawant & Co Ltd. is an engineering company employing 15 permanent workers and 35 contract workers. The work is going on without any trouble. The contract workers are getting fewer wages than

the permanent workers. Apart from wages differentials, the permanent and contract workers work together in a friendly way.

Some time afterwards, the contract workers approached management and demanded rise in wages, which the management denied and told them to approach their contractor. The workers then approached the contractor who regretted saying the owner does not give him rise in charges.

The contract workers then joined a union with outside leadership.

As soon as the letter of formation of union reached management, it terminated the contract of the contractor and all contract workers were out of factory unemployed. Seeing this 15 permanent workers also left work and went out of factory to join the contract labour.

They all started shouting slogans that all of them be taken back in employment. Management kept all out of factory.

The permanent workers approached the Industrial Court for illegal lock out. Management came with a say that if 15 permanent workers

sign a good conduct bond, they will be taken back in employment.

Permanent workers denied signing any such bond saying they had not committed any misconduct; they should be simply taken back to work without any bond.

Questions :

(i) Has the management declared illegal lock-out ? How ? [12]

(ii) Have the permanent workers gone on illegal strike ?

How ? [12]

(iii) What solution would you offer to resolve the situation ? [11]

Total No. of Questions—7]

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[4276]-44

M.P.M. (Fourth Semester) EXAMINATION, 2012

404 : MARKETING MANAGEMENT

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. What do you understand by Four P's of Marketing Mix ? Explain with example.
2. Elaborate the concept of product life cycle. How does marketing strategies change through various stages of PLC.
3. Why do companies need to introduce new products ? Explain new product decision process.
4. Enlist and explain various factors influencing pricing decisions.
5. Explain various channels of distribution for consumer goods with suitable examples.

P.T.O.

6. “Packaging is a silent salesman”. Comment. Justify your answer with examples.
7. Write short notes on any *two* of the following :
- (a) Branding
 - (b) Test marketing
 - (c) Public relations
 - (d) Advertising.

Total No. of Questions—7]

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[4276]-45

MPM (IV Semester) EXAMINATION, 2012

405 : LABOUR LAWS AND OTHER LAWS

(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 of Income Tax Act for Income from salaries.
2. Explain E-Governance and Electronic signature.
3. Explain powers of central government under Food and Adulteration Act.
4. Explain various rules for prohibiting adulteration.
5. Explain returns under Factories Act.
6. Explain various cyber crimes.

P.T.O.

7. Write short notes on any *two* :

- (a) Taxability of perquisites
- (b) Adulteration
- (c) Objectives of I.T. Act, 2000
- (d) Central pension
- (e) Advance tax.

Total No. of Questions—7]

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[4276]-404

M.P.M. (Fourth Semester) EXAMINATION, 2012

(404) MARKETING MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

(iii) Figures to the right indicate full marks.

1. Explain the following concepts in detail :

(a) a

(b) a

(c) a

(d) a

(e) a

2. a

3. a

4. a

5. a

6. a

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

P.T.O.

- (a) a
- (b) a
- (c) a
- (d) a

Total No. of Questions—7]

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[4276]-404

M.P.M. (Fourth Semester) EXAMINATION, 2012

(404) MARKETING MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

(iii) Figures to the right indicate full marks.

1. Explain the following concepts in detail :

(a) a

(b) a

(c) a

(d) a

(e) a

2. a

3. a

4. a

5. a

6. a

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

P.T.O.

- (a) a
- (b) a
- (c) a
- (d) a