

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5566]-11

M.P.M. (I Sem.) EXAMINATION, 2019
101 : PRINCIPLES AND PRACTICES OF
MANAGEMENT AND OB
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Define Organizational Behaviour. Explain scope, importance and fundamental concepts of organizational behaviour.
2. Write a detailed note on functions of management.
3. Why is decision-making important in managing work ? Explain with help of nature, importance and steps.
4. Explain and compare theories of motivation given by Maslow and Herzberg.
5. What is controlling ? Explain importance, nature and steps in controlling.

P.T.O.

6. Define conflict. Explain the types of conflict and ways to manage conflict.
7. Explain staffing—include definition, nature, importance and steps.
8. Define personality. Explain attributes of personality along with ego states.

munotes.in

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5566]-12

M.P.M. (First Semester) EXAMINATION, 2019
102 : INDUSTRIAL AND LABOUR ECONOMICS
(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Describe features of Labour Market. Explain determinants of demand for and supply of Labour.
2. What is the contribution of Public Sector to India's economic development ? Discuss the problems facing public sector in India.
3. What is wage differentials ? Explain factors leading to it and recommend measures to reduce it.
4. Why location of industry is important ? Discuss economic and non-economic factors influencing it.
5. Discuss problems faced by child and female labour in India.
6. Why do industries need short and long term capital ? Explain any *two* sources of it.

P.T.O.

7. Write notes on (any *two*) :
- (a) Nature and scope of Industrial Economics
 - (b) Causes of low efficiency of Labour
 - (c) Unemployment in India
 - (d) Services sector in India.

munotes.in

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5566]-13

M.P.M. (First Semester) EXAMINATION, 2019

103 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) All questions carry equal marks.

1. Define Human Resource Management. Explain the differences between personnel management and human resource management.
2. What is recruitment and selection. Explain the sources of recruitment and process of selection.
3. What is Human Resource Planning. Explain the objectives process and benefits of Human Resource Planning.
4. Define training. Explain the objectives and methods of training.
5. “Performance Appraisal is the process of measuring and evaluating the performance of the employees.” Explain this statement by giving objectives, process and modern methods of performance appraisal.

P.T.O.

6. What is Industrial Relations ? Explain the objectives of Industrial Relations and ways to settle the disputes.
7. Write notes on (any *two*) :
- (a) Job analysis
 - (b) Kinds of separation
 - (c) Quality circle
 - (d) Training evaluation.

munotes.in

Total No. of Questions—7]

[Total No. of Printed Pages—1

Seat No.	
-------------	--

[5566]-14

M.P.M. (I Semester) EXAMINATION, 2019
104 : INDUSTRIAL PSYCHOLOGY
(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

- N.B. :—** (i) Question No. 7 is compulsory.
(ii) Answer any *four* questions from Q. Nos. 1 to 6.
(iii) Figures to the right indicate full marks.

1. Define the term industry and psychology and discuss the importance and scope on psychology in Industry. [15]
2. Define Industrial Psychology and explain the subfields of Psychology with suitable examples. [15]
3. There is no difference between male and female Psychology. Comment. [15]
4. Explain the various types of psychological tests used in Industry and discuss the concept of reliability and validity of a test. [15]
5. What is group dynamics ? Explain the various stages in group formation with examples. [15]
6. Explain the concept of individual differences and discuss the factors responsible for these differences. [15]
7. Write short notes on any *two* : [10]
 - (a) Role of Industrial Psychologist
 - (b) Impact of Psychology on productivity
 - (c) Research methods in Psychology.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5566]-15

M.P.M. (First Semester) EXAMINATION, 2019

105 : LABOUR LAWS—I

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 100

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

1. (a) Define “Industrial Dispute” under the Industrial Dispute Act 1947. When does an Individual dispute become an Industrial dispute ? [15]
(b) Examine the provisions relating to lay-off and retrenchment compensation under the Industrial Dispute Act, 1947. [10]
2. Define the “Trade Union and examine the rights and privileges of registered trade union under the Trade Union Act. [15]
3. Explain in detail the principles of “Natural Justice”. [15]
4. Discuss in detail the obligation of employees under the “Standing Orders Act 1946”. [15]
5. State the unfair labour practices and its prevention under the MRTU and PULP Act. [15]

P.T.O.

6. State the powers and duties of the authorities under the Industrial Disputes Act 1947. [15]
7. Write short notes on (any *three*) : [15]
- (1) General prohibition of strikes
 - (2) Misconducts under Standing Orders Act
 - (3) Advantages of Registered trade unions
 - (4) Public utility services.

munotes.in

Total No. of Questions—7]

[Total No. of Printed Page—1

Seat No.	
-------------	--

[5566]-21

MPM (Second Semester) EXAMINATION, 2019

201 : LABOUR WELFARE AND INDUSTRIAL HYGIENE

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

Instructions to the candidates:

- 1. Solve any five questions**
- 2. All questions carry equal Marks**
- 3. Figures to the right indicate marks for the questions.**

- Q.1** Explain the concept of 'Labour Welfare'. Discuss in detail various principles of labour welfare. **[14]**
- Q.2** Examine the functions and duties of the Labour Welfare Officer **[14]**
- Q.3** Define the term 'Workers Participation in Management. Explain the role of Workers Participation in Management in labour welfare and industrial hygiene **[14]**
- Q.4** Explain and examine the impact of industrialization on health of workers in India **[14]**
- Q.5** Explain in detail about Corporate Social Responsibility. **[14]**
- Q.6** Explain the objectives and structure of International Labour Organization and describe the role of International Labour Organization in promoting the welfare of the labour. **[14]**
- Q.7** Write short notes on (any two) **[14]**
- (a) Industrial social work
 - (b) Workers' education
 - (c) Social health
 - (d) Urbanization
 - (e) Social Security

[5566]-21

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5566]-22

M.P.M. (II Semester) EXAMINATION, 2019

**202 : STATISTICAL TECHNIQUES AND RESEARCH METHODOLOGY
(2008 PATTERN)**

Time : 3 Hours

Maximum Marks : 70

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

(ii) Draw sketches wherever required, Graph paper will not be supplied.

(iii) Figures to the right indicate full marks.

1. (a) 120 students of the college were asked to output from different work experiences. The data obtained is given below. Represent it using pie diagram : [10]

Area of work experience	No. of students (in Rs. cr.)
Photography	8,000
Clay modeling	4,000
Kitchen gardening	7,000
Doll making	5,500
Book Binding	2,500
Total	<u>27,000</u>

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

(c) Give characteristics of good questionnaire. [5]

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

(b) Elaborate quota sampling method. [5]

3. (a) Distinguish between on experiment and survey ? Also explain survey method of research. [10]
(b) Write a note on Bar Charts. [5]

4. (a) What is scientific method ? Write down features of scientific method and explain in brief. [10]
(b) Distinguish between primary and secondary data. [5]

5. (a) Calculate Arithmetic mean, median and mode for given data : [10]

Size (above)	Frequency
0	38
5	37
10	35
15	25
20	21
25	11
30	2

- (b) State merits and demerits of mean, median and mode. [5]

6. Write short notes on (any *three*) : [15]
(i) Sample and population
(ii) Layout and Report
(iii) Likert types scale
(iv) Bar charts
(v) Chi-square Test.

Total No. of Questions—7]

[Total No. of Printed Page—1

Seat No.	
-------------	--

[5566]-23

MPM (Second Semester) EXAMINATION, 2019

**203 : INDUSTRIAL RELATIONS AND TRADE UNION
MOVEMENTS**

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

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

(ii) All questions carry equal marks.

1. Explain the concept Industrial Relation. State the scope and importance.
2. Explain the role of trade unions in the context of globalisation and growth of I.T. sector.
3. Explain the role of Judiciary in Industrial relations.
4. Explain the concept 'Collective Bargaining'. Explain the various steps involved in Collective Bargaining.
5. Explain the role of personnel and industrial relations manager in IR.
6. Explain in detail grievance handling procedure.
7. Discuss various forms in which workers can participate in management process.

[5566]-23

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
---------------------	--

[5566]-24

M.P.M. (II Sem.) EXAMINATION, 2019
204 : PERSONNEL ADMINISTRATION AND
SYSTEM PROCEDURE
(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

- N.B.:- 1) Attempt any five questions
2) All Question carry equal Marks.

Q1) Define Personnel Administration, state its nature & Objectives,, Explain the change in structure of Personnel department in reference to recent organization set-up? [14]

Q2) Explain Domestic Enquiry with relevant example? [14]

Q3) What is show cause notice. Explain it with appropriate format? [14]

Q4) Maintenance of Statutory returns to be sent to the Government Authorities such as Professional tax, Form 16, TDS. Explain in detail. [14]

Q5) Explain detail process of job description and job specification and how important they are in recruitment process. [14]

P.T.O.

Q6) What is ESI? How does the scheme help the employee.

[14]

Q7) Write short Note (Any Two)

[14]

1. TDS.
2. Job Enlargement.
3. Charge sheet.

munotes.in

Total No. of Questions—6]

[Total No. of Printed Pages—1

Seat No.	
---------------------	--

[5566]-25

M.P.M. (Second Semester) EXAMINATION, 2019

205 : LABOUR LAWS—II

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

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

1. State and explain the health measures under Factory Act.
2. Explain the provisions regarding opening and closing hours of shops, restaurants, eating houses and theatres under Bombay Shops and Establishment Act, 1948.
3. Define the term wages. Explain any 10 authorized deductions under Payment of Wages Act.
4. State and explain provisions relating to Digital Signature and Electronic Governance.
5. Define the term factory and state various welfare measures prescribed under Factory Act.
6. Write notes on (any two):
 - (a) Contract labour and principal employer
 - (b) Memo and Notice;
 - (c) Objectives of Payment of Wages Act.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5566]-31

M.P.M. (III Sem.) EXAMINATION, 2019

301 : TRAINING AND DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

(iii) Draw relevant diagrams wherever necessary.

1. Define the term 'Training'. Explain the concept of training, education and development. [14]
2. Explain the various methods of training in detail. [14]
3. Explain Process of Training in detail. [14]
4. Explain in detail 'Kirkpatrick' Model of training evaluation. [14]
5. Explain use of technology in 'Training' in contemporary industrial scenario. [14]

P.T.O.

6. What is 'Andragogy' ? Explain various theories of Learning in brief. [14]
7. Write short notes on (any *two*) : [14]
- (a) Criteria of Training Need Identification
 - (b) CIRO Model of training evaluation
 - (c) Training Budget
 - (d) Management Development Programme.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5566]-32

M.P.M. (Third Semester) EXAMINATION, 2019

302 : INDUSTRIAL SAFETY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) Figures to the right indicate full marks.

1. (a) What are the causes of accident ? How will you prevent accidents ? [15]
(b) Cost of accidents. [10]
2. What are the qualifications required for safety officer ? Explain duties of safety officer. [15]
3. Explain the role of union and management in promoting safety in an industry. [15]
4. Explain chemistry of fire. What are types and causes of fire ? Describe extinguishing media for each type of fire. [15]

P.T.O.

5. Explain role of Environmental Protection Act 1986 in promoting Industrial safety. [15]
6. Write short notes on (any *two*) : [15]
- (a) Noise and its effects on health
 - (b) National Safety Council
 - (c) Scope and significance of Loss Prevention Association (LPA).

munotes.in

Total No. of Questions—7]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[5566]-33

M.P.M. (III Semester) EXAMINATION, 2019
LABOUR COSTING AND COMPENSATION MANAGEMENT
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

(ii) *All* questions carry equal marks.

1. From the following particulars, you are required to work out the earning of a worker a week under :

- (1) Straight Piece rate,
- (2) Differential piece rate,
- (3) Halsey Premium Scheme (50% sharing) and
- (4) Rowan Premium scheme :

Weekly working Hours	48
Hourly wage rate	Rs. 8.00
Piece Rate	Rs. 5.00
Normal time taken per piece	16 minutes
Normal output per week	120 pieces
Actual output for the week	150 piece

Differential piece rate 80% of the piece rate when output below normal and 120% of piece rate when output above normal.

P.T.O.

2. What do you mean by Compensation ? State the principles of determination of compensation.
3. What is labour turnover ? What are its causes ? Suggest the measures to reduce labour turnover.
4. Explain the following concepts in details :
 - (A) Labour Turnover
 - (B) Elements of cost.
5. Define labour productivity. Explain various determinant of labour productivity.
6. Explain the concepts of incentive schemes. Suggest the incentive scheme for employee in service industries.
7. The following information is received from the books of ABC Co. Ltd. for the quarter ending 31st March, 2018 :

Particular	Rs.
Stock Material on 31.3.2018	75,000
Purchase of Material	7,95,000
Stock of Material on 01.04.2017	1,20,000
Traveling Expenses	5,100
Carriage Inward	8,290

Labour, Welfare expenses	14,200
Depreciation on Plant	18,000
Factory Rent	11,200
Office Rent	29,100
Bad Debts	9,000
Productive Wages	2,27,000
Traveler Salary and commission	9,000
Expenses regarding purchase of material	4,500
Fuel, Gas and Water	17,900
Manager's Salary (He Devotes $\frac{2}{3}$ of his time to factory)	18,000
Air Conditioning charges of office	9,000
Outstanding productive wages	33,000
Carriage outward	9,150
Sale	14,29,500

Prepare a cost sheet giving :

- (A) Prime Cost
- (B) Work Cost
- (C) Cost of Production
- (D) Total Cost.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5566]-34

MPM (Third Semester) EXAMINATION, 2019

305 : LABOUR LAWS—III

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain the following terms under Employee's Provident Funds Act, 1952 : [14]
 - (a) Exempted Establishment
 - (b) Executive Committee
 - (c) Controlled Industry.
2. What are the constitution, powers and duties of the Medical Benefit Council under Employee's State Insurance Act, 1948. [14]
3. Explain the provisions for partial and total disablement under the Workmen's Compensation Act, 1923 ? [14]
4. State and explain the provisions for Nomination and contribution under the Provident Fund Act, 1952. [14]

P.T.O.

5. Explain the following provisions under Maternity Benefit Act, 1961. [14]
- (a) Maternity Benefit on death of a women
 - (b) Leave for Miscarriage
 - (c) Nursing breaks.
6. What are the benefits available under Maternity Benefit Act, 1961 ? [14]
7. Write short notes on any *two* : [14]
- (a) Offences and penalties under the Provident Fund Act.
 - (b) Occupational diseases Workmen's Compensation Act, 1923.
 - (c) Power and duties of Inspector under ESI Act, 1948 ?
 - (d) Medical bonus under the Maternity Benefits Act, 1961.

Total No. of Questions—7]

[Total No. of Printed Pages—1

Seat No.	
-------------	--

[5566]-41

M.P.M. (IV Semester) EXAMINATION, 2019
401 : ORGANISATIONAL DEVELOPMENT AND QUALITY
MANAGEMENT SYSTEM
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Figures to the right indicate full marks.

1. Define “Organisation Development”. Discuss the contributions made by McGregor to the field of OD. [14]
2. Explain the importance of “Team Work” in OD. [14]
3. Discuss the challenges in client consultant relationship. [14]
4. Briefly describe the Action Research Process. [14]
5. Explain “Structural Interventions” in detail. [14]
6. Explain in detail Total Quality Management. [14]
7. Write short notes on (any *two*) : [14]
 - (a) Work Redesign
 - (b) T-group training
 - (c) Role Analysis
 - (d) Just-in-Time.

Total No. of Questions—7]

[Total No. of Printed Pages—1

Seat No.	
-------------	--

[5566]-42

**M.P.M. (IV Semester) EXAMINATION, 2019
STRATEGIC HRM AND CORPORATE PLANNING
(2008 PATTERN)**

Time : Three Hours

Maximum Marks : 70

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

1. Explain how strategic planning process and HRM be integrated.[14]
2. Discuss the relevance and effectiveness of various leadership models in present context. [14]
3. Elaborate an equity and competency based compensation. [14]
4. Explain linking between strategy and strategic recruitment and co-relate with its effectiveness. [14]
5. Explain the importance of leadership styles in strategy implementation.[14]
6. Explain the advantages and disadvantages of team based pay. [14]
7. Write short notes on (any *two*) : [14]
 - (1) Employee Morale
 - (2) Employee Referrals
 - (3) WTO
 - (4) Succession Planning.

Total No. of Questions—3]

[Total No. of Printed Pages—5

Seat No.	
-------------	--

[5566]-43

M.P.M. (Fourth Semester) EXAMINATION, 2019

**403 : CASES IN PERSONNEL MANAGEMENT AND
INDUSTRIAL RELATIONS
(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—5]

[Total No. of Printed Page—1

Seat No.	
---------------------	--

[5566]-44

M.P.M. (IV Sem.) EXAMINATION, 2019
404 : MARKETING MANAGEMENT
(2008 PATTERN)

Time : 2½ Hours

Maximum Marks : 70

N.B. :—All questions are compulsory.

Q1A. Discuss how and why it is important that the marketing organizations should be socially responsible.

OR

15 Marks

Q1B. What are the main aspects of a socially responsible marketing organization

Q2A. Discuss the benefits of integrating Ethics into organization's marketing strategy

OR

15 Marks

Q2B. How to identify and analyze the competitors in a marketing environment ?

Q3A. Elaborate on monetary as well as non-monetary methods of motivating the sales force. Which of these methods do you consider as the most effective motivation ? Justify your answer.

OR

15 Marks

Q3B. What is marketing Audit? Give the reasons for conducting marketing Audit.

Q4A. Marketing control acts as a preventive as well as corrective device, explain this statement.

OR

15 Marks

Q4B . Sales productivity is measured by the rate by which there is increase in revenue of a company. Explain the ways to increase it.

Q5. Write short notes on (Any Two)

10 Marks

1. Marketing Management Concepts / Philosophies
2. Traits of successful salesperson
3. Importance of Selection process

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5566]-45

M.P.M. (IV Sem.) EXAMINATION, 2019

405 : LABOUR LAWS-IV

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) All questions carry equal marks.

1. Define the term wages under Payment of Wages Act, 1936. Explain detailed provisions about the following deductions :
 - (a) Income Tax
 - (b) Fines
 - (c) Loss due to wilful damage to property of Employer.
2. Explain concept of Bonus. Elaborate :
 - (a) Calculation of Bonus
 - (b) Eligibility
 - (c) Time limit for payment.
3.
 - (a) Explain various provisions regarding eligibility for gratuity.
 - (b) Ramesh has joined Co. XYZ on 17-8-1972. He has left his services on 26-11-1992. His last draw salary was basic Rs. 9500. He was also eligible for 57% as D.A. Calculate gratuity payable to him.

P.T.O.

4. Explain procedure for fixation of minimum wages.
5.
 - (a) What are conditions under which gratuity is payable without completing prescribed years of service ?
 - (b) Minimum and Maximum Bonus.
6.
 - (a) Explain in detail concept of minimum wage.
 - (b) Responsibilities of employer under Payment of Wages Act, 1936.
7. Write short notes on (any *two*) :
 - (a) Illegal deductions from wages
 - (b) Forfeiture of Bonus
 - (c) Forfeiture of Gratuity