

**Motilal Nehru National Institute of Technology, Allahabad**

**School of Management Studies**

**M.C.A. I<sup>st</sup> Semester, Odd Semester Examination, 2017-18**

**CA3102: Principle of IT Industry Management**

Time: 3 hours

Max. Marks: 60

Note: Attempt all the questions.

1. What is scientific management? Discuss F.W. Taylor's contribution to scientific management (10)
2. Briefly explain various steps involved in selection process. (10)

or

Define Human Resource Planning (HRP). Outline the steps involved in HRP process.

3. (a) Discuss the role of Information technology in supply chain management. (5)  
(b) What is quality control? Discuss advantages and disadvantages of statistical sampling (5)
4. Discuss the issue of environmental pollution. List out various regulations passed by the Indian government for the protection of the environment and briefly discuss any one regulation. (10)
5. Write a short note on any four of the following: (2.5×4 = 10)
  - (a) Douglas McGregor's Theory X and Theory Y
  - (b) Hawthorne experiments
  - (c) Control Chart
  - (d) Responsibility assignment matrix
  - (e) Bullwhip Effect
6. Read the following case carefully and answer the questions given at the end of the case. (10)

Uptron Electronic Limited, is a pioneering and internationally reputed firm in the electronic industry. It is one of the largest firm in the country. It attracted employees from internationally reputed institutes and industries by offering high salaries, perks etc. It has advertised for the position of an Electronics Engineer recently. Nearly 150 candidates applied for the job. Mr. Shashidhar, an Electronics Engineer Graduated from Indian Institute of Technology with 5 years working experience in a medium sized electronics firm, was selected from among the 130 candidates who took tests

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and interview. The interview board recommended an enhancement in his salary by Rs. 5000 more than his present salary at his request. Mr. Shashidhar was very happy to achieve this and he was congratulated by a number of people including his previous employer for his brilliant interview performance, and wished him good luck.

Mr. Shashidhar joined Uptron Electronics Ltd., on 21<sup>st</sup> January, 2002, with great enthusiasm. He also found his job to be quite comfortable and a challenging one and he felt it was highly prestigious to work with this company during the formative years of his career. He found his supervisors as well as subordinates to be friendly and cooperative. But this climate did not live long. After one year of his service, he slowly learnt about a number of unpleasant stories about company, management, the supervisor-subordinate relations, employee turnover especially at higher level. But he decided to stay on as he had promised several things to the management in the interview. He wanted to please and change the attitude of the management through his diligent performance, firm commitment and dedication. He started maximizing his contribution and the management got the impression that Mr. Shashidhar had settled down and will remain with the company.

After sometimes, superiors started riding rough-shod over Mr. Shashidhar. He was over-loaded with the multifarious jobs. His freedom in deciding and executing was cut down. He was ill-treated on number of occasions before his subordinates. His colleagues also started assigning their responsibility to Mr. Shashidhar. Consequently there were imbalances in his family, social life and organizational life. But he seemed to be calm and contented. Management felt that Mr. Shashidhar had the potential to bear with many more organisational responsibilities.

So the General manager was quite surprised to see the resignations letter of Mr. Shashidhar along with a cheque equivalent to a month's salary one fine morning on 18<sup>th</sup> January, 2004. The General Manager failed to convince Mr. Shashidhar to withdraw his resignation. The General manager relieved him on 25<sup>th</sup> January, 2004. The General Manager wanted to appoint a committee to go into the matter immediately, but dropped the idea later.

### Questions

1. What prevented the General Manager from appointing the committee? (3)
2. What is wrong with the recruitment policy of the company? (4)
3. Why did Mr. Shashidhar's resignation surprised General Manager? (3)