


Name:	 UPES UNIVERSITY WITH A PURPOSE
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, May 2019

Course: Introduction to Management and Leadership

Semester: I

Program: BBA (LM/THM)

Time: 03 Hours

Course code: HBOC1002

Max. Marks: 100

Instructions: Write precise and brief answers

SECTION A

		Marks	CO
Q 1	<p><i>Define the following</i></p> <ul style="list-style-type: none"> a) Management Information System b) Ethics c) Free trade doctrine d) Company e) Line manager f) Feedback control g) Workforce diversity h) Glass ceiling i) Distributive justice j) Attitude 	<p>20 (2x10)</p>	<p>CO1</p>

SECTION B

	<i>Answer ANY FOUR of the following questions</i>		
Q2	Today the workforce is becoming diverse in terms of age, gender, race, ethnicity etc. What are the legal, ethical and business imperatives for the manager to manage this workforce diversity effectively?	5	CO2
Q3	Differentiate between <ul style="list-style-type: none"> a) Intrinsic motivation and extrinsic motivation b) Efficiency and effectiveness 	5	CO2
Q4	What is organizational culture? Identify the sources of organizational culture.	5	CO2
Q 5	What is motivation? Explain the process of motivation.	5	CO3
Q6	What is the importance of human resource management in an organization? List the six major functions performed by the HR manager.	5	CO2
Q7	The control process, whether at the input conversion or output stage, can be broken down into four steps. Briefly outline these steps involved in the control process.	5	CO2

SECTION-C			
	<i>Answer ANY TWO of the following questions</i>		
Q8	Why do people join groups? Have you ever worked in a group? If yes, then what kind of a group was it? How is a team different from a group?	15	CO3
Q9	Why should managers promote integrative bargaining rather than distributive negotiation? Describe in detail the various steps managers can take to promote distributive negotiation.	15	CO4
Q10	Think of a member of an organization whom you know and who is particularly powerful. What political strategies does this person use to increase his or her power?	15	CO4

SECTION-D			
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	<i>Study the following caselets and answer the questions that follow</i>		
Q11	<p>Bob is the owner and operator of a medium sized grocery store that has been in his family for more than 30 years. Currently his business is flourishing, primarily because it has an established customer base in a busy part of town. Also Bob is a good manager. He considers himself to be highly knowledgeable about his business, having continuously adapted to the changing times. For example he recently expanded his business by putting in a full service deli. His philosophy is that by continuously providing customers with new products and services, he will always have a satisfied customer base to rely on.</p> <p>At a management seminar he attended last year, the hot topic was globalization and the impact of technology on business. He has also been bombarded by the many television ads and mailers regarding the opportunities available on the internet. For the most part, Bob doesn't think that globalization is an issue with his business as he doesn't even intend to expand outside the city. Furthermore, he feels that the Internet has no application in his branch of the retail industry and would simply be a waste of time.</p> <p>a) Is Bob correct in his assessment of how globalization will impact his business?</p> <p>b) Can you think of any internet application that Bob could profit from?</p> <p>c) How could Bob's business be negatively impacted by both technology and globalization if he does not keep on top of these developments?</p>	(5+5+10)	CO4
Q12-	Carlos has been a team leader in Quality and Maintenance Department for 3 years. As a team leader, he spends a considerable amount of his time performing, as he sees it, about four to five types of functions in support of his team members. This morning he	10	CO4

spent 2 hours in budget hearings and another hour meeting with a vendor of an important component and engineering. His team had discovered the problem yesterday and knows it's a critical aspect to the product. On a typical day scenario, he will spend about 30 percent of his day contending with influences from groups both inside and outside the company. This afternoon he is scheduled to meet with the team for 2 hours to consider the vendor's solution offered this morning at the meeting with engineering. Later in the afternoon, he will be mediating a dispute between three team members who are bickering about overtime assignments. He recently learned about the technique of letting the parties involved in the dispute come up with the solution. The rest of the time, Carlos visits employees at their work area as he walks through to or from a meeting, or when he goes out to the floor to "chat" about the day or a change order in tomorrow's shop schedule.

Identify various Managerial roles played and leadership styles adopted by Carlos.