

Name:
Enrolment No:



UNIVERSITY OF PETROLEUM & ENERGY STUDIES
End Semester Examination Dec, 2021

Program: BBA (ABD/GES/AVM/LM/Int. BBAMBA/Int. Bcom MBA)
Subject/Course: Introduction to Management and Leadership
Course Code: GMHR 1201

Semester: I
Max. Marks: 100
Duration: 3 Hours

IMPORTANT INSTRUCTIONS

1. The student must write his/her name and enrolment no. in the space designated above.
2. Write precise and brief answers

Q.No	SECTION A	Marks	COs
1-	<p><u>Fill in the blanks</u></p> <p>a) ‘There is only one best way of doing things’ can be traced back to----- theory</p> <p>b) Fourteen principles of management were given by ----- _____.</p> <p>c) Two IT mega trends are _____ and _____.</p> <p>d) Two political strategies for gaining and remaining in power are - ----- and-----</p> <p>e) In the acronym POSDCORB, ‘R’ stands for _____</p> <p>f) ‘Some businesses do not have a profit motive.’ This statement is ‘true’ or ‘false’. _____</p> <p>g) While evaluating the alternatives for taking a decision, the factors which you consider are: legal, ethical, _____, and _____.</p> <p>h) The three major skills which managers need are _____, _____ and _____</p> <p>i) The two characteristics of useful information are _____ and _____.</p> <p>j) Intrapreneurship can be understood as----- _____</p>	<p>10x2 (=20)</p>	<p>CO1</p>

SECTION B			
	<i>Answer the following questions</i>	4x5(=20)	
2-	What are the different types of conflicts in an organization? Enlist different methods of conflict management.	5	CO2
3-	What are the steps involved in the process of organizational control?	5	CO2
4-	Define organization structure. What factors affect the choice of organizational structures?	5	CO2
5-	Briefly explain any two functions performed in human resource management.	5	CO2
SECTION C			
	<i>Answer the following questions</i>	3x10(=30)	
6-	Consider your current class of BBA at UPES. Do you think it is a formal group or informal? Explain in details the reason for your decision?	10	CO3
7-	Briefly explain the three different styles of leadership. Which one of the three styles do you think will be the best for the given organization?	10	CO3
8-	<p>What benefits do you find in digital entrepreneurship in the current information era?</p> <p style="text-align: center;">OR</p> <p>How can an organization promote individual creativity and group creativity among its employees?</p>	10	CO3
SECTION D			
	<i>Study the following case and answer the questions that follow:</i>	2x15(=30)	
9-	<p>Think of a grocery store run by a family for more than two decades. It has a flourishing business because of an established customer base. The business operates in a busy area of the town.</p> <p><i>Q- Mention any two internet applications that this business could profit from? Also explain how the business would benefit.</i></p>	15	CO4
10-	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 spent 2 hours in budget hearings and another hour meeting with a vendor of an important component and	15	CO4

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.

Q- Identify various Managerial roles played by Carlos

OR

Identify leadership style adopted by Carlos. Support your answer with reasons.