



Name:
Enrolment No:

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, Dec 2022

Course: Introduction to Management
Program: BBA
Course Code: HRES 1006

Semester: 1st
Time: 03 hrs
Max. Marks: 100

SECTION A
10Qx2M=20Marks

S. No.		Marks	CO
1	Father of Scientific Management is a. Henri Fayol b. F.W. Taylor c. Peter Drucker d. None of These	[2]	CO1
2	To manage is to forecast and plan, to organize, to compound, to co-ordinate and to control. This definition was given by _____ a. Peter F. Drucker. b. Henry Fayol c. Louis Allan. d. Terry.	[2]	CO1
3	Staffing is _____ function a. Managerial Function b. Planning c. Budget d. Top Level Function	[2]	CO1
4	The organization establishes set of rules for itself and the individuals and groups with whom it interacts in the form of a. Agreement b. Contracts c. Negotiation d. Orientation	[2]	CO1

5	<p>Management deals with _____</p> <p>a. internal environment</p> <p>b. external environment</p> <p>c. both internal and external environment</p> <p>d. none of the above</p>	[2]	CO1
6	<p>Under which style of leadership there is no delegation of authority?</p> <p>a. Laissez Faire</p> <p>b. Autocratic</p> <p>c. Democratic</p> <p>d. None of these</p>	[2]	CO1
7	<p>Functional managers are responsible _____</p> <p>a. for a single area of activity</p> <p>b. to the upper level of management and staff</p> <p>c. for complex organizational sub – units</p> <p>d. for obtaining copyrights and patents for newly developed process and equipment</p>	[2]	CO1
8	<p>The highest-level need in the need Hierarchy of Abraham Maslow</p> <p>a. Belongingness need</p> <p>b. Safety need</p> <p>c. Prestige need</p> <p>d. Self-actualisation needs</p>	[2]	CO1
9	<p>The problem - solving process begins with</p> <p>a. clarification of the solution</p> <p>b. establishment of alternatives</p> <p>c. identification of the difficulty</p> <p>d. isolation of the cause</p>	[2]	CO1
10	<p>Define ‘Organizing’ as a function of management.</p>	[2]	CO1
<p>SECTION B</p> <p>4Qx5M= 20 Marks</p>			
Q11	<p>“Planning is Flexible”. Explain briefly.</p>	[5]	CO2
Q12	<p>Explain the relationship between Decision Making and Planning.</p>	[5]	CO2
Q13	<p>Explain the statement. “Delegation of authority helps in reducing the workload of managers”.</p>	[5]	CO2

Q14	Explain the various steps involved in the process of staffing.	[5]	CO2
SECTION-C 3Qx10M=30 Marks			
Q15	Explain Leadership and its types.	[10]	CO3
Q16	What do you understand by Organization? Briefly explain the different types of Organizational Structure.	[10]	CO3
Q17	Briefly explain the concept of Corporate Governance and CSR	[10]	CO3
SECTION-D 3Qx10M= 30 Marks			
Q18	<u>CASE STUDY</u>		
	<p>As a management consultant you are hired by Shyam Das, an architect by profession and an entrepreneur, who started his own interior decorating business in Dehradun.</p> <p>A highly competent and creative interior decorator, Shyam Das established a working relationship with most of the home builders in Dehradun. At first, he worked on his own as an independent contractor. Then, because of a dramatic increase in the number of new homes being built in Dehradun, he became swamped with the requests for his service and decide to form his own company.</p> <p>Shyam Das hires an office manager and four other interior decorators, all of whom are highly competent. He himself does decorating jobs and has adopted hands – off approach to leading the four decorators because he feels that interior design is a very personal, creative endeavor.</p> <p>Rather than pay the decorators on some kind of commission basis (such as a percentage of the customers total billings), he pays them a monthly salary higher than average so that they are motivated to do what’s best for their customers, not what will result in higher billings and commissions.</p> <p>Shyam Das thought everything was going smoothly until customer complaints started coming in. These complaints were about the decorators being hard to get hold of, promising unrealistic delivery times, being late for or failing to keep appointments, and being impatient and rude when customers had trouble making up their mind.</p> <p>Shyam Das knows that his decorators are competent people and is concerned that he is not effectively leading and managing them. He wonders, in particular, if his hands – off approach is to blame and if he should change the manner in which he rewards or pays his decorators.</p> <p style="text-align: center;">He has asked your advice.</p> <p>Based on the case study above answer the following questions:</p> <p>a) Identify the problem in the case and why do they exist?</p> <p>b) How is it impacting the business?</p>	[10*3 =30]	CO4

	c) Come up with the best possible solution for the problem of Shyam Das.		
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