

Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2019

Course: Principles and Practices of Management
Program: MBA (AVM)
Time: 03 hrs.

Semester: 1
Course Code: HRES 7003
Max. Marks: 100

SECTION A

(Attempt all questions)

S. No.		Marks	CO
Q 1	Multiple choice Question	20	CO1
A	The two-factor theory is based on which factors? a. Hygiene and behavioural b. Safety and self - esteem c. Self - actualisation and status quotient d. None of the above		
B	Bounded rationality in decision making is introduced by..... i. Edwin Locke and Gary Lathman ii. Herbert Simon iii. Stacy Adams iv. Porter and Lawler		
C	A manager who possesses knowledge of the processes, equipment, and potential problems of an industry would possess what type of managerial skill? i. Technical ii. conceptual iii. Interpersonal iv. organizational		
D	Which management principle states that orders and instructions should flow down from top to bottom or from a higher level manager to a lower one?		

	<ul style="list-style-type: none"> i. division of work ii. Scaler chain iii. unity of direction iv. unity of command 		
E	<p>Presence of this factor do not motivate the workers but their absence becomes a source of dissatisfaction.</p> <ul style="list-style-type: none"> i. Salary ii. Challenging work iii. Growth opportunities iv. recognition 		
F	<p>The skills required the most at the top level of management are</p> <ul style="list-style-type: none"> i. Conceptual skills ii. Technical skills iii. Human skills iv. Organizational Skills 		
G	<p>Bureaucracy school of thought was given by-</p> <ul style="list-style-type: none"> i. Douglas McGregor ii. Mary Parker Follett iii. von Bertalanffy, Checkland and others iv. Max Weber 		
h	<p>The old control techniques which were used through years are</p> <ul style="list-style-type: none"> i. Financial statements ii. break-even analysis iii. budgetary control iv. all of the above 		
I	<p>In which organisational form are there dual or multiple lines of authority?</p> <ul style="list-style-type: none"> i. Matrix ii. Network iii. Functional iv. Line 		

J	Which of these is a major weakness of the forced distribution method? i. Assumes that employee performance levels always conform to a normal distribution ii. The error of central tendency iii. Both (i) and (ii)\ iv. None of the above		
SECTION B			
	(Attempt all questions)	20	
Q 2	How budgeting and financial statements helps in controlling and monitoring of organizational performance?		CO1
Q3	What guidelines you will suggest for ensuring effective delegation of authority? Discuss the obstacles stand in the way of effective delegation.		CO2
Q4	In what way systems theory of management is advanced over classical and behavior theory of management.		CO4
Q5	How managerial grid of leadership developed by Blake and Mouton help you understanding various leadership styles?		CO1
SECTION-C			
	(Attempt all questions)	30	
Q 6	Distinguish between line and staff functions. What are the main difficulties in the smooth relationship between line and staff officials in an enterprise? How can they be removed?		CO2
Q 7	Why is staffing function important for the organization? How you will do manpower planning if shortage of employees is expected in next six months?		CO4
Q8	“The objective function of a business is to maximize profits. It has nothing to do with the ethics and social responsibilities.” Do you agree with this? Explain?		CO1
SECTION-D			
(Attempt all questions)			

Q9	<p>Sun plastics Co. Ltd. Has four major functional departments- production, marketing, finance and personnel. It is currently selling plastic goods in Northern India. It wishes to diversify geographically (sell in Southern region also) and product wise (sell chemicals also). The company appoints you as a consultant to guide it on designing a suitable organization structure.</p> <p>Questions</p> <ul style="list-style-type: none">A. What kind of departmentation do you advise to the company?B. What factors have you considered before advising this form of departmentation?C. What are the merits and demerits of this form of departmentation?	30	CO3
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