UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, Dec 2019

Course: Principles and Practices of Management **Semester: I**
Program: MBA (Oil & Gas) **Time: 03 Hours**
Course code: HRES 7003 **Max. Marks: 100**
Instructions:
Attempt All 10 questions in **Section A** (each carrying 2 marks); Any **Four Questions** from **Section B** (each carrying 5 marks); Any **3 Questions Section C** (each carrying 10 marks); **Section D** is Compulsory (carrying 30 marks)

SECTION A - Multiple Choice		Marks	CO
Q 1	Which ethics rule out of the following is driven by Fairness? a. Utilitarian Rule b. Rights Rule c. Justice Rule d. Practical Rule	**[2]**	**CO1**
Q2	On which activity do First Line Managers spend least time? a. Planning b. Controlling c. Leading d. Organizing	**[2]**	**CO2**
Q3	Which skills are used to the maximum by Top Management? a. Technical Skills b. Interpersonal Skills c. Conceptual Skills d. None of the Above	**[2]**	**CO1**
Q4	The Management Theory of Bureaucracy was proposed by: a. FW Taylor b. Henry Fayol c. Chester Barnard d. Max Weber	**[2]**	**CO3**
Q5	Which is true of Decentralization? a. Leaders have more power b. Managers have more power c. Both have same power d. None of the above	**[2]**	**CO3**

Q6	TOWS Matrix is used for:
	
	    a. Present
	    b. Past
	    c. Future
	    d. Past , Present and Future
		[2]	**CO4**

Q7	Orientation of employees:
	
	    a. Follows Performance Appraisals
	    b. Follows Joining
	    c. Follows Training
	    d. None of the Above
		[2]	**CO4**

Q8	Two Factors Theory of Motivation was proposed by :
	
	    a. Maslow
	    b. Vroom
	    c. Herzberg
	    d. Mclelland
		[2]	**CO2**

Q9	Which Leadership style is characterized by a strict Command and Control
	
	    a. Participative
	    b. Autocratic
	    c. Transformational
	    d. None of The Above
		[2]	**CO3**

Q10	PERT in Controlling stands for?
	
	    a. Process Evaluation and Contract Technique
	    b. Program Evaluation and Control Technology
	    c. Program Evaluation and Control Technique
	    d. Process Evaluation and Control Technology
		[2]	**CO3**

SECTION B – Short Answers (Attempt Any four)			
Q11	Explain any two Theories of Management in brief clearly mentioning who proposed them.	**[5]**	**CO3**
Q12	Explain briefly the Concept of Hierarchy of Objectives. Why should objectives be verifiable?	**[5]**	**CO1**
Q13	What do you understand by a Product based structure? How is it different from a Geographical Structure?	**[5]**	**CO2**
Q14	What are the various styles adopted by Leaders? Explain any two in brief.	**[5]**	**CO4**

Q15	Write a Short Notes on Any Two of the following :
	    a. Financial Controls
	    b. Non-Financial Controls
	    c. Benchmarking
		[5]	**CO3**

SECTION-C – Long Answers (Attempt Any Three)			

Q16	What do understand by the Theory of Management Jungle? Explain in detail	**[10]**	**CO1**
Q17	List down the various Theories of Motivation. Explain any three in details with examples.	**[10]**	**CO3**
Q18	Explain in details the Process of Planning. How is it related to the process of Controlling ?	**[10]**	**CO2**
Q19	What are the various kinds of Organization structures used by Companies? Explain any three in detail.	**[10]**	**CO4**
Q20	List down the various kinds of tools used for Controlling. Explain in detail Three Controlling tools used by Organizations.	**[10]**	**CO1**
	SECTION-D – Case Study – (Attempt All)		
	Mr. Ramesh Parihar recently joined TechSoft as its CEO. TechSoft had been a Leader in its market but was recently suffering due to competitive pressures and internal culture issues. Mr. Ramesh closely studied the issues and called the Senior Leadership Meeting to share his observations. Addressing the team he says, "Dear Team, we had been leaders, but we rested on our laurels probably and surely this cannot continue. We are 20 years into business and I do not see a vision, mission statement for this organization. It is surprising! How do we intend to succeed if we do not have a mission and a plan? Also, I do not see clear reporting of our performance on a real time basis at all levels. Our key leaders have left the organization and we do not even know the reason for this attrition of our star performers. We do not even know how we are going to fill these critical vacancies quickly. In addition, I see that the organization structure is so unwieldy, why are there so many levels? It always takes more time for even simple decisions because of this high number of levels. Are our managers clear of what they are supposed to deliver? I would want you all two meet me with a clear action plan on each of the issues that I have highlighted. Let us gear up and prepare for the future and make Tech Soft great again." He ends		
Q21	Based on the Case, prepare a detailed Agenda for next meeting between Ramesh and Senior Leadership Team.	**[10]**	**CO3**
Q22	Highlight the Key issues in the case and categorize them as per areas learnt in the Principles of Management.	**[10]**	**CO4**
Q23	Propose corrective action plans for each of the issues highlighted above.	**[10]**	**CO3**