

Name:  
Enrolment No:



**UNIVERSITY OF PETROLEUM & ENERGY STUDIES**  
**End Semester Examination (Online) – July, 2020**

**Program:** Leadership through Literature  
**Subject/Course:** BBA – Core  
**Course Code:** HRES 3006

**Semester** : 4th  
**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. The questions have to be answered in this MS Word document.
3. After attempting the questions in this document, the student has to upload this MS Word document on Blackboard.

		<b>Marks</b>	<b>COs</b>
Q.1	Identify two dimensions of Leadership Behavior Theory developed by Robert Blake and Jane Mouton	20	CO1
Q.2	What are Secular roots of ethics? Defines the principles of management given by Chanakya with suitable examples.	20	CO2
	<p style="text-align: center;"><i>CASE</i> <b>The Coffee Break</b></p> <p>You are the personnel director of a large company. While there has been no written policy regarding coffee breaks, they are a long-established tradition, and all employees avail themselves of the privilege each morning and afternoon of the workday. In fact, company management has allowed a vending machine company to place their machines in several locations throughout the building in which the company is located. As a result, employees take coffee breaks, usually 10 minutes long, at any time of the day they desire.</p> <p>In general, this approach has not caused too much difficulty in work accomplishment, but in one department, in the opinion of its supervisor, the work has suffered. There was socializing around desks while the coffee was consumed; telephones went unanswered, and work came to a halt. In some instances, the employees in that department took breaks longer than 10 minutes, and this too upset work patterns.</p>		

	<p>Because of this, the supervisor, Mr. Kobe, issued a memorandum to all employees under his jurisdiction. In it he reaffirmed the tradition of the coffee break, but he restricted it to 10:15 to 10:25 in the morning and 3:15 to 3:25 in the afternoon. He also requested all employees to be back at their desks at the end of each break.</p> <p>When the memo was received, many of the employees reacted negatively. Indignation ran high, and two employees were designated as spokesmen to come to you with their grievance without first going to their supervisor, Mr. Kobe.</p>		
Q.3	If you were a supervisor, how would you handle questions about employee breaks?	20	CO3
Q.4	If you are the manager, what would you do to solve the problem? Discuss the importance of Human relations in work settings	20	CO4
Q.5	How would you handle the coffee break issue? What would you do or say with the employees? What would you do or say with Mr. Kobe?	20	CO4

### Answers