

Name:
Enrolment No:



UPES

End Semester Examination, December 2023

Course: Managing Teams

Program: Int. BBA+MBA

Course Code: HRES3017

Semester: V

Time: 03 hrs

Max. Marks: 100

SECTION A

- 1. Each question carries 2 marks**
- 2. Instructions: Select the most appropriate answer**

		Marks	CO
Q1	Individuals with a strong desire to achieve a challenging goal have a strong need for a. Power b. Affiliation c. Achievement d. Recognition	[2]	CO1
Q2	Group polarization occurs when a. Members in a group interact, but, instead of changing their minds about a topic, they keep their original ideas and strengthen those ideas b. The group members do not interact, and the members reverse their decisions to the opposite point of view c. Social loafing is strong and deindividuation is weak d. The members in a group interact, and based on what they hear, they discard their original ideas in favor of the other group members' ideas	[2]	CO1
Q3	Which of the following statements describes a highly cohesive group?	[2]	CO1

	<ul style="list-style-type: none"> a. Members spend less time interacting b. They report more satisfaction with the group and its work c. There is less control over the behavior of group members d. Members do not share a collective sense of identity 		
Q4	<p>Tuckman's stages of team formation go in what order?</p> <ul style="list-style-type: none"> a. Norming, storming, forming, performing, adjourning b. Forming, storming, norming, performing, adjourning c. Founding, storming, norming, performing, adjourning d. Forming, staining, norming, performing, adjourning 	[2]	CO1
Q5	<p>When managing a diverse team, it is important to keep in mind that:</p> <ul style="list-style-type: none"> a. Diverse groups are generally less creative. b. Communication should be easier because the group is diverse. c. It will be easier to reach agreement on specific actions. d. The lack of a common perspective means that more time is spent on discussing issues. 	[2]	CO1
Q6	<p>_____ teams are employees from about the same hierarchical level, but from different work areas, who come together to accomplish a task.</p> <ul style="list-style-type: none"> a. Work-related b. Self-managed c. Problem-solving d. Cross-functional 	[2]	CO1

Q7	Virtual teams are characterized by: <ul style="list-style-type: none"> a. Groups of employees who take on the added responsibilities of their former managers b. Individuals from different work areas who come together to accomplish a task c. Use of computer technology to communicate with individuals at different worksites 	[2]	CO1
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	d. Employees who are given the authority to implement any of their suggested actions		
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Q8	Which of the following numbers of participants would be considered a small group? <ul style="list-style-type: none"> a. 15 b. 8 c. All of these would be considered a small group d. 4 	[2]	CO1
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Q9	The purpose of job enrichment is to <ul style="list-style-type: none"> a. expand the number of tasks an individual can do b. increase job efficiency c. increase job effectiveness d. d. increase job satisfaction in middle management 	[2]	CO1
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Q10	Groups created by managerial decision in order to accomplish the stated goals of the organization are called <ul style="list-style-type: none"> a. formal group b. task group c. informal group d. interest group 	[2]	CO1
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SECTION B

1. Each question will carry 5 marks
2. Write short/brief notes

Q11	What do you understand by devil's advocate?	[5]	CO2
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Q12	Explain- 'Autocratic style of leadership'.	[5]	CO2
Q13	What is Group cohesiveness?	[5]	CO2
Q14	Explain the Cross-functional team.	[5]	CO2
SECTION-C			
1. Each question carries 10 marks 2. Instructions: Write Long Answer			
Q15	Define teams. How are teams different from groups? Describe the various types of teams that exist in the organizations.	[10]	CO 3

Q16	What is conflict? How does conflict arise? Explain the various ways in which conflict arises.	[10]	CO3
Q17	What do you understand by social loafing? Mention the cause and way to reduce social loafing.	[10]	CO3

SECTION-D			
1. Each question carries 15 marks 2. Instructions: Write Long Answer			
Q18	<p>Mr. Sandeep is a marketing manager of a company manufacturing designer clothes. One day in the morning, while leaving home he quarreled with a person in his neighborhood on some issue. That person is a criminal, who could abuse his family members. Mr. Sandeep on that day was worried and angry at the neighborhood person's behavior. On that day, a meeting was held by a team of marketing and design experts to ensure that whatever is produced is according to market demand and the tastes and fashion of the customers. But Mr. Sandeep could not pay attention to the discussion between them.</p> <ol style="list-style-type: none"> 1. Identify the type of barriers to communication mentioned in the above paragraph. Justify your answer. 2. Explain any two barriers of communication that affect Mr. Sandeep not to pay attention to the discussion. 	[15]	CO4

Q19	<p>Break into teams of four to five. Assume you work for a company that re design existing product to improve them, from computer keyboards to bi-cycle helmets to tooth brushes. As a result, creativity is a key factor in whether your company succeed in developing a product that is marketable.</p> <p>You need to staff a new team of 5 individuals, and you have a pool of 20 to choose from. For each person you have information about the following characteristics; intelligence, work experience, consciousness, agreeableness, neuroticism, openness to experience and extraversion.</p> <p>Your team is to answer the following questions:</p> <ol style="list-style-type: none"> 1. If you could form your perfect team for this context, what would it look like? In other words what characteristics you choose for each of the five members – a lot of work experience or a little; high, moderate, or low consciousness and so on? Why? 2. How, if at all, would your choices change if the task required teams to make quick decisions that were not necessarily the most creative? Why? 	[15]	CO4
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