


Name:	 UPES <small>UNIVERSITY OF TOMORROW</small>
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2023

Course: Public Administration II
Program: BA Public Policy
Course Code: BAPP2004

Semester: III
Time: 3 hrs
Max. Marks: 100

Instructions: Please read the questions carefully before answering.

SECTION A
20Marks

S. No.		Mark s	CO
Q 1	Which of these thinkers talked about the different forms of measures for conflict resolution and depersonalizing orders? a). Chester Barnard b). M.P. Follett c). Max Weber d). Abraham Maslow	2	CO1
Q 2	Which among these is not correctly matched? a). Scalar Chain – Flow of authority b). Span of Control – Number of people under supervision c). Esprit de Corps – Equity and justice d). Order – Place for everything/everyone	2	CO1
Q 3	Which one of these is not one of the elements of administration, according to Henry Fayol? a). Organizing b). Commanding c). Cooperating d). Controlling e). Planning	2	CO1
Q 4	Which one of these principles adheres to the dictum “one head and one plan for a group of activities having the same objective”? a). Unity of Command b). Scalar Principle c). Unity of Direction d). Decentralization	2	CO1

Q 5	<p>When one thinks about scientific management of F.W. Taylor, which of these statements do not concur/align with it?</p> <ol style="list-style-type: none"> 1. Main problems of organizations are lack of natural efficiency and the issue of soldiering by workers. 2. Ordinary management systems believe in methods passed on from generations or rule of thumb. 3. The management should have 70 percent of the workload, and the remaining 30 percent should be tackled by workers. 4. Cooperation between employers and workers. 	2	CO1
Q 6	<p>According to Douglas McGregor, Theory Y is symbolic of authoritative approach and Theory X signifies participative management approach to management. Is this statement true or false?</p>	2	CO1
Q 7	<p>With reference to Chris Argyris's Maturity-Immaturity Theory, integration of individual and organizational goals is one of the unavoidable objectives. Which among these is not one of its aligning methods, as advocated by Argyris?</p> <ol style="list-style-type: none"> a). Participative Leadership b). T - Group Training c). Double - Loop Learning d). Time and Motion Study 	2	CO1
Q 8	<p>Which among these are the characteristics of programmed decisions, as laid down by Herbert Simon?</p> <ol style="list-style-type: none"> 1. Repetitive and routinized 2. Handled by top management 3. Takes less time and effort 4. No definite procedure 5. Established by precedent <p>a). 1 2 5 b). 1 3 5 c). 2 3 4 5 d). 1 2 4 5</p>	2	CO1
Q 9	<p>According to F.W.Riggs, which of the following is not one of the overlapping features of prismatic society?</p> <ol style="list-style-type: none"> a). Poly-communalism b). Communism c). Poly-normativism d). Nepotism 	2	CO1
Q 10	<p>According to Frederick Herzberg, what is the two factor theory?</p>	2	CO1

SECTION B

20 Marks

Q 11	Mention and explain any five salient features of traditional authority, as propagated by Max Weber in <i>The Theory of Social and Economic Organization</i> (1920).	5	CO2
Q 12	George Elton Mayo, through his <i>Hawthorne Experiments</i> in the Western Electric Company, brought forth the importance of informal organizations and human relations in work settings. Explain how he arrived at these linkages with the help of one experiment, along with its accompanying results.	5	CO2
Q 13	Illustrate the hierarchical sequence of needs as envisaged by Abraham Maslow. Make sure you also discuss the principles/factors governing them.	5	CO2
Q 14	Critically evaluate the major points of differences between Economic Man and Administrative Man, as envisaged by Herbert Simon. (Any 5)	5	CO2
SECTION-C 30 Marks			
Q 15	Mary Parker Follet in <i>Creative Experience</i> (1924), has provided a positive outlook on conflicts, their occurrence and redressal in managements. Elaborate on this relationship by emphasizing upon the three ways of resolving conflicts.	10	CO3
Q 16	Why was Douglas McGregor in favour of Theory Y over Theory X? Answer this question by bringing out at least five major differences in their scaffolding, making sure that their respective assumptions of human behaviour are included.	10	CO3
Q 17	Highlight the prominent contours of transactional theories and how are they different from transformational theories of leadership? Support your answers with one example each of these theories.	10	CO3
SECTION-D 30 Marks			
Q 18	What do you understand by F.W. Riggs Agraria-Industria Model? Why did he feel the need to replace it with the Fused-Prismatic-Diffracted Model? Explain this with the help of proper diagrams and features of both the models.	15	CO3, CO4
Q 19	Analyze the tasks and components of decision making as envisaged by Herbert Simon in <i>Administrative Behaviour</i> (1947)? Supplement your answer by delving into the differences between programmed and non-programmed decisions and the four stages of decision making.	15	CO4