

Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2018

Course: Principles and Practices of Management **Course Code: CLNL 1006**

Semester: 1

Programme: BCOM LLB TL/ BBA LLB BA LLB CL, BBA LLB BI& FIT

Time: 03 hrs.Max. Marks: 100

Instructions:

- Section A-Objective type -**10 marks.**
- Section B-Short answer type -**20 marks.**
- Section C- **20 marks.**
- Section D-Application based Case study -**50 marks.**

SECTION A

S. No.		Marks	CO
Q 1	Choose the correct answer from the given alternates.	1 x10 =10	CO1
	<p>i. In Management by Objective (MBO), the manager and subordinate jointly</p> <p>a. Identify Common goals b. Defines each individual’s major areas of responsibility c. Assess the contribution of each of its members d. All of the above</p> <p>ii. Making decisions on the basis of experience, feelings and accumulated judgement is called as _____.</p> <p>a. Decision making b. Structured problems c. Intuitive decision making d. None of the above</p> <p>iii. Top management works on</p> <p>a. strategic plan b. corporate plan c. budgeting d. both A & B</p> <p>iv. Responsibility always flows from</p>		

	<p>a. Superior to subordinate</p> <p>b. Subordinate to superior</p> <p>c. Both 'A' and 'B'</p> <p>d. None of the above</p> <p>v. The following is not a type of organisation structure</p> <p>a. Line organisation</p> <p>b. Functional organisation</p> <p>c. Line and staff organisation</p> <p>d. Flexible organisation</p> <p>vi. The Recruitment and Selection process aimed at right kind of people</p> <p>a. At right place</p> <p>b. At right time</p> <p>c. To do right things</p> <p>d. all of the above</p> <p>vii. The following is a source of recruitment</p> <p>a. Advertisement</p> <p>b. Reference</p> <p>c. Employment agency</p> <p>d. All of the above</p> <p>viii. Anis a traditional, widely accepted device for getting information from a prospective applicant.</p> <p>a. Interview</p> <p>b. Application blank</p> <p>c. Induction</p> <p>d. all of the above</p> <p>ix. Control function of management cannot be performed without:</p> <p>a. planning</p> <p>b. organizing</p> <p>c. staffing</p> <p>d. motivation</p> <p>x. Successful coordination of activities results from effectively carrying out the function:</p> <p>a. planning</p> <p>b. organizing</p> <p>c. staffing</p> <p>d. all of these</p>		
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SECTION B

	Attempt any two questions:		
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Q2	Explain the different methods of training and development with examples.	10	CO2
Q3	Controlling techniques play important role in management. Explain	10	CO3
Q4	Differentiate between direction and supervision.	10	CO2
SECTION-C			
	Attempt any two questions:		
Q5	Explain the historic development of management.	10	CO1
Q6	Controlling and coordination is essence of management. Explain.	10	CO2
Q7	Different methods required to appraise employee's performance. Explain all methods.	10	CO3
SECTION-D			
Q8	Case Study with Questions for Deliberation (25 marks each)		
	<p>Working Environment (Author: by Stephen Adams)</p> <p>John, an employee of XYZ Publishing, called his supervisor over to the area where he was working and told him that he refused to do the job anymore because the air conditioning in the room created a draft, which was making him sick. Sam, the supervisor, did not feel any strong drafts, but wanted to be fair.</p> <p>He summoned the buildings' safety director, who determined that the air duct was 25 feet away from the workstation, and at a 45-degree angle from John. He further explained that the technology used by the air conditioning system diffused the air as it comes out of the duct and does not create a draft.</p> <p>The supervisor decided that John's safety complaint was unjustified and ordered him to return to work. John again refused, stressing that since Sam was not a doctor, and he was not capable of deciding whether there was a problem. XYZ Publishing subsequently discharged John for refusing a direct order from his supervisor to do a job that was covered under his regular duties.</p> <p>John protested that requests to be removed from a job were often made, and that he was never informed that refusing to do the job would result in his discharge.</p>		
Q8i	Was John fired for right just cause? Why/why not?	10	CO3
Q8ii	Did Sam act ethically towards John? How do you feel his actions were justified or unjustified, present arguments by empathising yourself at his place.	15	CO3
Q8iii	What if John asked to be reassigned instead of refusing to work? Had you been John, what would you have done in this situation, present arguments?	15	CO3
Q8iv	What else could the company have done about the problem?	10	CO#

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SECTION A

S. No.		Marks	CO
Q 1	Choose the correct answer from the given alternates.	1 x10 =10	CO 1 & 2
	<p>i. Organisation establishes relationship between</p> <p>a. People, work and resources b. Customer, work and resources c. People, work and management d. Customer, work and management</p> <p>ii. Recruitment or manpower selection process is the first step in the employment of _____.</p> <p>a. Labour b. Management c. Both (A) and (B) d. None of the above</p> <p>iii. The _____ and the job applicant are interrelated at each step in the selection procedure.</p> <p>a. Job specification b. Job evaluation c. Both (A) and (B) d. None of the above</p> <p>iv. The _____ and the job applicant are interrelated at each step in the selection procedure.</p> <p>a. Job specification b. Job evaluation c. Both (A) and (B)</p>		

	<p>d. None of the above</p> <p>v. "Unity of Command " principle of effective direction means:</p> <p>a. subordinates should be responsible to one superior</p> <p>b. there should be unity amongst subordinates</p> <p>c. there should be unity amongst superiors</p> <p>d. a superior can supervise a limited number of subordinates</p> <p>vi. Management as a discipline is the function of_____.</p> <p>a. Science</p> <p>b. Art</p> <p>c. Creativity</p> <p>d. All of the above</p> <p>vii. The word_____denotes a function, a task, a discipline.</p> <p>a. Management</p> <p>b. Leadership</p> <p>c. Motivation</p> <p>d. None of the above</p> <p>viii. A foremost in importance in managerial organizing is (are):</p> <p>a. Cost</p> <p>b. Time</p> <p>c. Tasks</p> <p>d. people.</p> <p>ix. Formal organization comes into being:</p> <p>a. when persons are able to communicate, willing to act and share a purpose where persons are able to communicate and willing to act</p> <p>b. where persons marshall their resources in such fashion as maximum return is ensured</p> <p>c. when persons are ready to act and share a purpose.</p> <p>x. Sensitivity training :</p> <p>a. involves small group interaction under stress</p> <p>b. is an unstruced encounter group</p> <p>c. aids people,s sensitivity to one another</p> <p>d. all of these</p>		
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SECTION B

	Attempt any two questions:		
Q2	Explain all the methods of performance appraisal in detail.	10	CO2
Q3	How controlling helps in the accomplishment of organizational goal with help of various techniques?	10	CO3
Q4	Describe the importance of supervision in directing function of management.	10	CO2

SECTION-C

	Attempt any two questions:		
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Q5	“Recruitment is the process of identifying that the organisation needs to employ someone up to the point at which application forms for the post have arrived at the organisation.” Explain all methods.	10	CO3
Q6	“A system used to define a hierarchy within an organization. It identifies each job, its function and where it reports to within the organization.” Explain.	10	CO2
Q7	“Process of picking the right candidate with prerequisite qualifications and capabilities to fill the jobs in the organization.” Explain the all steps involved in selection process.	10	CO2
SECTION-D			
Q8	Case Study with Questions for Deliberation (25 marks each)		
	<p>Employee Absence (Author: Stephen Adams)</p> <p>Joan, an employee of Great American Market, was warned about her excessive absenteeism several times, both verbally and in writing. The written warning included notice that "further violations will result in disciplinary actions," including suspension or discharge.</p> <p>A short time after the written warning was issued, Joan called work to say she was not going to be in because her babysitter had called in sick and she had to stay home and care for her young child. Joan's supervisor, Sylvia, told her that she had already exceeded the allowed number of absences and warned that if she did not report to work, she could be suspended. When Joan did not report for her shift, Sylvia suspended her for fifteen days.</p> <p>In a subsequent hearing, Joan argued that it was not her fault that the babysitter had canceled, and protested that she had no other choice but to stay home. Sylvia pointed out that Joan had not made a good faith effort to find an alternate babysitter, nor had she tried to swap shifts with a co-worker. Furthermore, Sylvia said that the lack of a babysitter was not a justifiable excuse for being absent.</p>		
Q8i	Was the suspension fair? Why and why not. Should Great American Market provide daycare?	10	CO3
Q8ii	Firing was the right decision in context to the case, why and why not? Was Sylvia fair in her actions?	15	CO3
Q8iii	Is there ever a solution for working mothers? If yes then what could be the feasible workable solutions for the working mothers, suggest.	15	CO3
Q8iv	Should working fathers take turns staying home? If yes then why and why not. Support your answers with reasons.	10	CO3