


Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, Dec 2021

Course: Management Principles & Organizational Behaviour

Semester: 1

Programme: MBA(AVM) and MBA(LSCM)

Time: 03 hrs.

Course Code: HRES 7016

Max. Marks: 100

SECTION A

(Attempt all questions)

S. No.		Marks	CO
Q 1	Multiple Choice Questions.	20	
i	What do you understand by efficiency: A. Focus on process B. Doing things right C. None of these D. Both of these	2	CO1
ii	Who of the following people requires technical skill most: A. Foreman B. CEO C. Regional Manager D. Board of Directors	2	CO2
iii	Which of the following theory of management is concerned with improving operational efficiency at shop floor level A. Administrative theory of Management B. Scientific theory of Management C. Bureaucratic Management Theory D. Systems Management Theory	2	CO1

iv	<p>Concept of “gang plank” for information sharing was given by:</p> <p>A. Peter Drucker</p> <p>B. Henry Fayol</p> <p>C. Mary Parker Follet</p> <p>D. F.W. Taylor</p>	2	CO1
v	<p>Which of the following are features of “Collegial model” of Organisation behaviour:</p> <p>A. Manager role is like a coach.</p> <p>B. Basis of model is structure</p> <p>C. Security need of employee is met</p> <p>D. All of the above</p> <p>E. Both (A) and (B)</p>	2	CO1
vi	<p>In the “Johari Window” model, the information that you know about yourself but unknown to others is</p> <p>A. Open Quadrant</p> <p>B. Blind Spot Quadrant</p> <p>C. Hidden Quadrant</p> <p>D. Unknown Quadrant</p>	2	CO1
vii	<p>Which of the following are features of transactional leadership?</p> <p>A. Rewards and Punishment</p> <p>B. Charisma</p> <p>C. individualized consideration</p> <p>D. All of the above</p>	2	CO1
viii	<p>If employees are less trained and tasks are complex, which span of management you would prefer?</p> <p>A. Wide span</p> <p>B. Narrow span</p> <p>C. Both of the above</p> <p>D. None of the above</p>	2	CO1
ix	<p>Sometimes we feel like speaking up in a meeting, classroom, or informal group, but decide against it. Which of the following is responsible for this</p> <p>A. Synergy</p>	2	CO1

	B. Group think C. Social Loafing D. both (A) and (B)		
x	Which style of conflict management, indicates you are cooperative but not giving up your own interests and needs? A. Competing B. Collaborating C. Accomodating D. Compromising	2	CO1
SECTION-B			
	(Attempt any 4 question)	20	
Q2	How conflict can be related with the performance?	5	CO3
Q3	“Organizational theories should follow the contingency approach.” Comment on the accuracy of this statement.	5	CO4
Q4	Discuss steps that as a team leader you will take to improve effectiveness of your virtual team.	5	CO3
Q5	“Managerial planning is a mere ritual in fast changing environment.” Discuss	5	CO4
Q6	With the help of Schein’s model explain organization culture.	5	CO2
SECTION-C			
	(Attempt all questions)	30	
Q7	Describe MBTI theory of personality and explain how personality relates to individual behaviour in organizations.	10	CO1
Q8	Outline the perceptual process and discuss various internal and external factor influencing the selection of stimuli.	10	CO1
Q9	What are the skills required by a manager as he moves up the hierarchy? What methods do you suggest to equip the managers those skills.	10	CO2
SECTION-D			
	(Attempt all questions)	30	
Q10	It gets more than 3,000 applications a day. With a massage every other week, onsite laundry, swimming pool and spa, free delicious all-you-can-eat gourmet meals, and		CO4

it's no wonder! what more could an employee want? Sounds like an ideal job, doesn't it? However, at Google, many people are demonstrating by their decisions to leave the company that all those perks (and these are just a few) aren't enough to keep them there. As one analyst said, "Yes, Google's making gobs of money. Yes, it's full of smart people. Yes, it's a wonderful place to work. So why are so many people leaving?"

Google has been in the top five list of "best companies to work for" by Fortune magazine for four years running and was number one on the list for two of those four years. But make no mistake. Google's executives decided to offer all these fabulous perks for several reasons: to attract the best knowledge workers it can in an intensely competitive, cutthroat market; to help employees work long hours and not have to deal with time-consuming personal chores; to show employees they're valued; and to have employees remain Googlers (the name used for employees) for many years. But a number of Googlers have jumped ship and given up these fantastic benefits to go out on their own.

For instance, Sean Knapp and two colleagues, brothers Bismarck and Belsasar Lepe, came up with an idea on how to handle Web video. They left Google, or as one person put it, "expelled themselves from paradise to start their own company." When the threesome left the company, Google really wanted them and their project to stay. Google offered them a "blank check." But the trio realized they would do all the hard work and Google would own the product. So off they went, for the excitement of a start-up.

If this were an isolated occurrence, it would be easy to write off. But it's not. Other talented Google employees have done the same thing. In fact, there are so many of

them who have left that they've formed an informal alumni club of ex-Googlers turned entrepreneurs.

Questions

- 1. Google is doing a lot for its employees, but not enough to retain some talented employees. Using what you've learned from studying the various motivation theories, what does this situation tell you about employee motivation?**
- 2. What do you think is Google's biggest challenge in keeping employees motivated? If you were managing a team of Google employees, how would you keep them motivated?**

