

Name:	 UPES <small>UNIVERSITY WITH A PURPOSE</small>
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2019

Course: Principles and Practices of Management	Semester: I
Program: BBA LLB/B.Com LLB	Time: 03 hrs.
Course Code: CLNL1006	Max. Marks: 100

Instructions:

Sec A: 10 Marks: Write Short Notes, attempt all.
Sec B: 20 Marks: Attempt any four out of five questions
Sec C: 20 Marks: Attempt any two out of three questions
Sec D: 50 marks: Case Study: Compulsory to attempt. (10x 5 questions=50)

S. No.	SECTION A	Marks	COs
Q 1	Write Short Notes on the following: Attempt all	10	
A	Management by Objectives	2	CO4
B	Management as a Science and as an Art and as a both	2	CO1
C	Span of Control	2	CO3
D	Planning Premises	2	CO3
E	Brainstorming method	2	CO4
SECTION B			
Q	Attempt any four	20	
Q2	Define Management and describe their essential characteristics or nature.	5	CO1
Q3	Difference between Recruitment and Selection?	5	CO3
Q4	What do you understand by the term 'Level of Management'? Briefly describe the different levels of management.	5	CO4
Q5	Write a note on Hawthorne Experiments and Human Relations	5	CO3
Q6	Enumerate the differences between Authority & Responsibility.	5	CO3
SECTION-C			
Q	Attempt any two	20	
Q7	Discuss the Qualities of a Successful Manager and what are its various functions?	10	CO4
Q8	Discuss The 14 Principles of Management described by Henri Fayol.	10	CO2
Q9	Differentiate between Unity of Command & Unity of Direction	10	CO4

Q10	SECTION-D	50	CO5
	<p>Case Study: Substance Abuse (Stephen Adams)</p> <p>Fred, a 17-year employee with Sam's Sauna, was fired for poor job performance and poor attendance, after accruing five disciplinary penalties within a 12-month period under the company's progressive disciplinary policy. A week later, Fred told his former supervisor that he had a substance abuse problem.</p> <p>Although there was no employee assistance program in place and the company had not been aware of Fred's condition, their personnel director assisted Fred in obtaining treatment by allowing him to continue receiving insurance benefits and approved his unemployment insurance claim.</p> <p>Fred subsequently requested reinstatement, maintaining that he had been rehabilitated since his discharge and was fully capable of being a productive employee. He pointed to a letter written by his treatment counsellor, which said that his prognosis for leading a "clean, sober lifestyle" was a big incentive for him. Fred pleaded for another chance, arguing that his past problems resulted from drug addiction and that Sam's Saunas should have recognized and provided treatment for the problem.</p> <p>Sam's Saunas countered that Fred should have notified his supervisor of his drug problem and that everything possible had been done to help him receive treatment. Moreover, the company stressed that the employee had been fired for poor performance and absenteeism. Use of the progressive discipline policy had been necessary because the employee had committed a string of offences over the course of a year, including careless workmanship, distracting others, wasting time, and disregarding safety rules.</p> <p>Questions:</p> <p>10.a Should Fred be reinstated? Give an answer to your reasons.</p> <p>10.b. Was the company fair to Fred in helping him receive treatment? Had you been Fred's manager, what would have been your response to such a situation?</p> <p>10.c. Did the Personnel Director behave ethically toward Fred? Give reasons for your answer.</p> <p>10.d. Did Fred act ethically for his company? What are ethical conducts as per company policy and what is ethical and professional conduct as your personal principle?</p> <p>10.e. Would it be fair to other employees to reinstate Fred? Give reasons for your answer.</p>		