

Name:	
Enrolment No:	

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

Course: Introduction to Management and Leadership	Semester: I
Program: BBA –FT	Time: 03 Hours
Course code: GMHR1201	Max. Marks: 100

Instructions: Section ‘A’ is for 20 marks. In section ‘A’, attempt all statements in question 1 as instructed, each statement carries 2 mark. Section ‘B’ is for 20 marks. In section ‘B’, attempt all (four) questions each question carries 5 marks. Section ‘C’ is for 30 marks. In section ‘C’, attempt all (three) questions each question carries 10 marks. Section ‘D’ is for 30 marks. In section ‘D’, attempt all questions each question carries 15 marks.

SECTION A (20 Marks)

Q1	<p>Multiple Choice Question:</p> <ol style="list-style-type: none"> 1. Management can ensure control of labor costs by avoiding both shortages and surplus of manpower through <ol style="list-style-type: none"> a) Manpower planning b) Job Descriptions c) Scientific recruitment d) None of the above 2. Manpower planning is also known as: <ol style="list-style-type: none"> a) Organizational Planning b) Human Resource Planning c) Job Planning d) Manpower Inventory for Planning 3. A job description provides information about: <ol style="list-style-type: none"> a) Nature and characteristics of the job b) Characteristics of person performing the job c) Characteristics of the organization d) Characteristics of the management 4. In regard to staffing function, which combination of activities in sequential order is correct? <ol style="list-style-type: none"> a) Recruitment, selection, placement, job analysis b) Selection, job analysis, placement, recruitment c) Placement, recruitment, selection, job analysis d) Job analysis, recruitment, selection, placement 5. According to Maslow’s need hierarchy theory, which of the following sequence of needs is correct? <ol style="list-style-type: none"> a) Physiological, Safety, Social, Esteem, Self-actualization b) Physiological, Social, Safety, Self-Actualization, Esteem c) Social, Physiological, Safety, Self-Actualization, Esteem d) Physiological, Safety, Self-Actualization, Social, Esteem 6. The process of stimulating people to action, to accomplish desired goals is known as- <ol style="list-style-type: none"> a) Competitive edge 	CO1 20
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	<p>b) Motivation c) Compensation package d) Training & development</p> <p>7. It is the process of Acquiring, Developing, Employing, Appraising, Remunerating and Retaining People so that right type of people are available at right positions and at right time in the organization.</p> <p>a) Leading b) Staffing c) Controlling or coordinating d) None of the above</p> <p>8. It is the process of checking actual performance against the agreed standard of plans with a view to ensuring adequate progress and satisfactory performance.</p> <p>a) Planning b) Control c) Coordinating d) None of the above</p> <p>9. These leaders focuses on changing the attitude and assumptions of their employees towards building commitment for organizational mission and objectives</p> <p>a) Transactional Leader b) Transformational Leader c) Both the above d) None of the above</p> <p>10. It is a process whereby one individual influences other group members toward the attainment of defined group or organizational goals.</p> <p>a) Innovativeness b) Leadership c) Creativity d) None of the above</p>	
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SECTION B

(20 Marks)

Q2	Which categories of company are included in C.S.R definition of Companies Act 2013?	CO2 5
Q3	Define Span of control. Enlist the types of span of control.	CO2 5
Q4	Enlist different types of managerial roles.	CO2 5
Q5	Enlist the steps in the process of Controlling.	CO2 5

SECTION-C

(30 Marks)

Q6	<p>What do you mean by Leadership? Write any three points of difference between: Management and Leadership</p>	CO3 10
Q7	Explain the process of planning in brief. Distinguish between Strategic Planning and Tactical Planning.	CO3 10

Q8	“The objective function of a business is to maximize profits. It has nothing to do with social responsibilities” Do you agree with this? Explain.	CO3 10
SECTION-D (30 Marks)		
	<p>At about 10 p.m. the telephone rang up at the residence of Registrar of Gauri Shankar Institute of Technology. The caller was a senior professor of electrical department. He had been working till late in the laboratory. The professor apologized for disturbing the Registrar and asked him “What is a watchman is supposed to do”. The Registrar was baffled and politely enquired whether there has been any problem. The professor explained that while coming out of laboratory, he had seen a snake in the corridor. He had asked the watchman, who had a torch and small stick, to kill the snake. The watchman has refused to act. The Registrar promised to get in touch with the watchman.</p> <p>The Registrar rang the telephone nearest to the watchman, which had been specifically installed to enable his access to the duty point, where watchman or other duty personal were supposed to be available. There was no response.</p> <p>The next morning, the Registrar informed the Deputy Registrar (Administration) about what was transpired the previous night and asked him to check and report. The Deputy Registrar in turned called the Caretaker and asked him for a report.</p> <p>The Care taker submitted the following report, “With reference to your enquiry about the snake seen near the electrical lab, I have checked the details. Watchman Chandiram was on duty and was near the electrical lab. When professor informed him about the snake; Chandiram was, however afraid to go near the snake as he was wearing only an ordinary pair of shoes provided by the Institute. My earlier request for provision of gumboots to watchman during the rainy season had not been accepted by the administration.”</p> <p>The Deputy Registrar (Administration) forwarded the report to the Registrar with following endorsement, “I have checked with the concerned department. All items of liveries provided in the rules of the Institute have already been supplied to the watchman.”</p>	
Q9	Can any action be taken against the watchman and on what charge?	CO4 15
Q10	What is the actual problem in the above case? Advice what should be done in the above matter?	CO4 15