


Name: Enrolment No:	 UPES UNIVERSITY WITH A PURPOSE	
UNIVERSITY OF PETROLEUM & ENERGY STUDIES <u>End Semester Examination (Online) – Jan, 2021</u>		
Program: BBA (EPRCC) Subject/Course: Introduction to Management & Leadership Course Code: HBOC1002	Semester: 1st Max. Marks: 100 Duration: 3 Hours	
SECTION A		
1. Each Question will carry 5 Marks 2. Instruction: Complete the statement / Select the correct answer(s)		
S.No.	Questions	CO
Q1.	Discuss the Limitations of Bureaucratic Management	CO3
Q2.	Forecasting provides basis for planning but have certain limitations. Describe.	CO4
Q3.	_____ refers to the process of identifying and attracting job seekers so as to build a pool of qualified job applicants. a. Selection b. Training c. Recruitments d. Induction	CO3
Q4.	Give two examples of types of organization structure.	CO2
Q5.	What are the factors responsible for the growth of HRM? (a) Development of scientific management and awakened sense of social responsibility. (b) The problem of how the available human resource could effectively minimize the cost and maximize the production. (c) Technical factors, awakening amongst workers, attitude of the government, cultural and social system. (d) All the above.	CO1

Q6.	Human resource management is amalgam of a. Job analysis, recruitment and selection b. Social behavior and business ethics c. Organizational behavior, , personal management and industrial relation d. Employer and employees	CO3
SECTION B		
1. Each question will carry 10 marks 2. Instruction: Write short / brief notes		
Q7.	How does Maslow's pyramid work?	CO1
Q8.	Discuss are the essential Characteristics of an Effective Decision-Making Process	CO1
Q9.	Which Factors Influencing the Span of Management in an organization	CO2
Q10.	Behavioral Theory implies that leaders can be trained, Discuss with example.	CO3
Q11.	What is the process of recruitment?	CO2
Section C		
1. Section C question carries 20 Marks. 2. Instruction: Write long answer.		
Q12.	<p style="text-align: center;">Case - Jet Airways facing Acute Shortage of Pilots?</p> <p>NEW DELHI: Naresh Goyal-owned Jet Airways BSE 1.22 % is facing acute shortage of pilots amid the airline increasing its capacity in the fast growing domestic market, according to sources. A number of Jet Airways flights have got delayed in the recent past as the airline has failed to provide pilots due to paucity of the flight crew, they said.</p> <p>"Jet Airways is facing shortage of pilots for quite some time now. While the airline has been increasing the number of flights in its both winter and summer schedules each year, the number of pilots is not increasing in the same ratio, leading to shortage of flight crew," a source said.</p> <p>Bollywood star Abhishek Bachchan had hit out at the airline after his flight to Chennai from Mumbai last week was allegedly delayed due to non-availability of flight crew.</p> <p>"Flying to Chennai. Baggage, check. Board flight on time, check. Seat belt fastened, check. Only thing we need now are our pilots!!...Well done Jet</p>	CO2

	<p>Airways!!! Entire plane boarded without any pilots on board. Still waiting and hoping...," he had said in a series of tweets over the nearly none-and-half- hour delay .</p> <p>What are the requirements for Human Resource Planning? Explain the HRP process?</p>	
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Answers