

Roll No: -----



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

School of Law

End Semester Examination, December 2017

Program:	BBA LL.B. (Corp. Law) Batch 1 & 2	Semester – I
Subject (Course):	PRINCIPLES AND PRACTICES OF MANAGEMENT	Max. Marks : 100
Course Code :	HRES 7005	Duration : 3 Hrs
No. of page/s:	3	

NOTE: ALTERNATION OF ANSWERS IS NOT ALLOWED

SECTION – A

Answer the following multiple choice questions. Each one carries two marks. 10*2=20Marks

- Who proposed achievement theory of motivation?
 - Maslow
 - Alderfer
 - Vroom
 - McClelland
- The difference between a group and team is
 - Groups are larger
 - Team consists of smaller no. of people
 - Groups have common task
 - All the above
- Outcomes of a person/Inputs of a person = Outcomes of another person/Inputs of another person is used to show
 - Effectiveness
 - Ineffectiveness
 - Systems view
 - Equality
- An individual who wants to buy a home in an expensive neighborhood with a low crime rate is satisfying which need?
 - Esteem
 - Physiological
 - Safety
 - Self-actualization
- _____ is a right to take action.
 - Power
 - Authority
 - Status
 - All the above

6. Motivation actually means
 - a. Revolt
 - b. To move
 - c. To raise
 - d. None of the above
7. _____ is a recommendation from a current employee regarding a job applicant.
 - a. Executive Search
 - b. Employee referral
 - c. Inducement
 - d. All the above
8. _____ is a printed form completed by job aspirants detailing their educational background, previous work history and certain personal data.
 - a. Application blank
 - b. Data Sheet
 - c. Pro forma Resume
 - d. All the above
9. _____ tests measure an individual's potential to learn certain skills – clerical, mechanical, mathematical, etc.
 - a. Aptitude
 - b. Intelligence
 - c. Attitude
 - d. Integrity
10. _____ is the starting point of the management process.
 - a. Planning
 - b. Goal Setting
 - c. MBO
 - d. All the above

SECTION – B

Answer any **four** of the following questions. Each one carries four marks. $4 \times 5 = 20$ Marks

11. “Dependency is the key to Power.” Do you agree?
12. “Selection is positive and Recruitment is negative” Do you agree?
13. What do you know about planning? Briefly signify its importance in Business.
14. Briefly explain the interplay and connectivity of various functions of management to business.
15. Distinguish between Coordination and cooperation.

SECTION – C

Answer any **three** of the following questions. Each one carries ten marks. $3 \times 10 = 30$ Marks

16. What is Control? How the control function can be utilized to improve the efficiency of organizations?
17. What is Organizational Structure? Explain the significance of line and staff organizational structure in organizations.
18. “The talent of leadership is inborn quality and it cannot be acquired or nurtured” Comment.
19. Conduct SWOT analysis to any Industry of your choice.
20. What do you know about roles and skills of a manager? In your opinion, which role and skill is most critical to perform by a manager?

SECTION – D (Case Let)

Amnesty International (AI) refers to itself as “a worldwide movement of people who campaign for internationally recognized human rights.” Its primary mission is to take action that prevents and ends mental and physical abuses of people around the world. Since its inception in 1961, the organization has been putting pressure on Governments and other institutions to stop human rights abuses. In just 2004 alone, for example, AI has had a hand in ceasing hundreds of unlawful killings and acts of torture, and releasing from prison hundreds more holding unpopular political ideas. It brings pressure to bear on offending political regimes by writing letter, lobbying governmental organizations, and participating in events organized by such international organizations as the United Nations. Because most of AI’s support comes from donations, it relies on a network of volunteers to keep it going – some 8,000 people in 100 nations (ranging from doctors and lawyers to everyday labourers).

Keeping the legions of volunteers working hard is one of the major challenges AI faces. In the UK office of AI, located in London, where there are 100 paid staff members, Veronique Du Pont coordinates the work of 70 volunteers. Their commitment to the cause of human rights is a big motivator, she explains, but the work they do is less than glamorous. Working in the mailroom, updating the computer database, filing, and writing routine correspondence seems a far cry from getting a political dissident out of Colombia prison.

To keep the volunteers feeling the importance of the mundane work they do, Du Pont goes out of her way to point out how event this is by holding regular meetings for volunteers and having them attend the various workshops the office puts on. As Veronique points out, “Although volunteers are motivated by their involvement in the work, when they’re doing quite mundane tasks, they need to feel integrated in Amnesty’s projects. That means keeping volunteers informed and updated, and giving them access to information. Without a mutual respect between team members (voluntaries or not) we wouldn’t have happy volunteers.”

If you talk to any of AI’s London volunteers, it’s clear that Du Pont’s approach is working. Says Jamal, one of the volunteers. “I get a lot of satisfaction out of volunteering here. There are various events that help us to feel part of the organization.” Among these, he cites opportunity to attend various lectures about human rights and the work of the organization, as well as field trip to AI’s international headquarters.

Questions:

3*10 = 30 Marks

1. What specific things does AI do to motivate employees?
2. What special challenges do you believe are associated with motivating volunteers as opposed to paid employees?
3. Assume that the company in which you work, how could you put into practice the various tactics used by AI?

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SECTION – A

Answer the following multiple choice questions. Each one carries two marks. 10*2=20Marks

1. In “POSDECORB” “B” Stands for

c. Branding	c. Budgeting
d. Brainstorming	d. All the above
2. As per “Synergy” 2+2 =

c. 4	c. > 4
d. <4	d. Both b & c
3. _____ tests measure an individual’s potential to learn certain skills – clerical, mechanical, mathematical, etc.

c. Aptitude	c. Attitude
d. Intelligence	d. Integrity
4. _____ ensures that plans are being implemented and goals are being achieved effectively and efficiently.

a. Directing	c. Planning
b. Controlling	d. Organizing
5. Recognizing good performance, permitting employees to work autonomously, and giving them challenging job tasks are ways for an organization to meet employees' _____ needs.

a. Social	c. Esteem
b. Physiological	d. Safety

6. _____ is the starting point of the management process.
 - c. Planning
 - d. Goal Setting
 - c. MBO
 - d. All the above
7. _____ Principle of Henry Fayol prescribes workers have only one boss.
 - a. Scalar Chain
 - b. Centralization
 - c. Unity of Command
 - d. All the above
8. _____ leaders focus on changing the attitude and assumptions of their employees.
 - a. Transactional
 - b. Democratic
 - c. Transformational
 - d. Autocratic
9. In SMART goal mechanism “T” stands for
 - a. Transformational
 - b. Timely
 - c. Tactical
 - d. All the above
10. _____ leaders show dominance over others.
 - a. Democratic
 - b. Autocratic
 - c. Bureaucratic
 - d. all the above

SECTION – B

Answer any four of the following questions. Each one carries five marks. 4*5= 20 Marks

11. What are the problems and prospects of tele recruitment?
12. What do you know about roles and skills of a manager?
13. Distinguish between corporate plan and business plan.
14. Do you play tactics at any time, if so, why or if not, why?
15. How do you make the function of directing more effective?

SECTION – C

Answer any three of following questions. Each one carries ten marks. 3*10 = 30 Marks

16. Critically evaluate various theories of leadership.
17. Compare and contrast Need hierarchy theory and Herzberg’s two factor theory of motivation.
18. “The function of control is aimed at improving the performance”, how organizations can able to generate effective control to improve performance?
19. What is the relevance of environmental scanning? Conduct environmental scanning to any organization of your choice?
20. “Organizational structures are essential to establish superior and subordinate relationship” draw an organizational structure for an educational institution of your choice.

SECTION – D

Read the following case let and answer the questions that follow:

Vikram earned his Post-Graduate Degree in Law from a University in the North-East India. He hails from a poor farming family with rural background. Vikram studied with great hardship. For him, it was “earn while you learn”. He used to walk on foot ten Kms. Village road while he was pursuing his Graduation Degree. He proved “Where there is a will, there is a way.” With his self-help, the God also helped him. Vikram, just after the declaration of his Post-Graduation result, got a regular teaching post in the same University. For Vikram, one battle was over but new and more challenging battle just started.

Though Vikram was hard working, but not ready to accept challenges of new environment. Some of his faults were to enter the class often five to ten minutes late, to get irritative when the students ask questions while he teaches, not update his knowledge in the subject he teaches, and bringing petty and routine matters to the Head of the Department or to peer for decisions. So much so, whenever he does anything even preparing his class lecture, brings it to the Head of the Department. Complaints about Vikram from the students started pouring even written complaints to the Head of the Department that the students are getting anything meaningful from him. In fact, it became a real problem for the Head how to tackle the same.

The Head, over the six months, period, found Vikram as plain and innocent by heart. He, therefore, decided to motivate Vikram by saying that “each new teacher, even myself, faces such problems. These are overcome over the period through sincere efforts. I am sure that you are doing the same and keep it up. Be more objective and specific in your efforts. I see potential in you to emerge as a very effective teacher in days to come.” Vikram imbibed all this and assured the Head to honour his advices. He then left for his class with a new challenge and determination to excel in his task. Just within a week, Vikram improved his teaching and the students reported their satisfaction to the Head of the Department over Vikram’s teaching.

Questions:

1. If you were the Head of the Department, how would you improve Vikram? 15 Marks
2. In your opinion, which motivation theory can help motivate Vikram? 15 Marks