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## UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, May 2018

<b>Program:</b>	<b>BA LL.B CLL</b>	<b>Semester –</b>	<b>II</b>
<b>Subject (Course):</b>	<b>PRINCIPLES AND PRACTICE OF MANAGEMENT</b>	<b>Max. Marks</b>	<b>: 100</b>
<b>Course Code :</b>	<b>CLNL 1018</b>	<b>Duration</b>	<b>: 3 Hrs</b>
<b>No. of page/s:</b>	<b>3</b>		

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### SECTION – A

Answer the following MCQs. Each one carries two marks.

10\*2 = 20 Marks

#### ALTERATION OF ANSWERS IS NOT ALLOWED

- \_\_\_\_\_ is a recommendation from a current employee regarding a job applicant.
  - Executive Search
  - Employee referral
  - Inducement
  - All the above
- \_\_\_\_\_ is a printed form completed by job aspirants detailing their educational background, previous work history and certain personal data.
  - Application blank
  - Data Sheet
  - Pro forma Resume
  - All the above
- \_\_\_\_\_ tests measure an individual's potential to learn certain skills – clerical, mechanical, mathematical, etc.
  - Aptitude
  - Intelligence
  - Attitude
  - Integrity
- \_\_\_\_\_ is a process through which a new recruit begins to understand and accept the values, norms and beliefs held by others in the organization.
  - Follow up
  - Orientation
  - Socialization
  - All the above
- \_\_\_\_\_ ensures that plans are being implemented and goals are being achieved effectively and efficiently.
  - Directing
  - Controlling
  - Planning
  - Organizing
- \_\_\_\_\_ is the starting point of the management process.
  - Planning
  - Goal Setting
  - MBO
  - All the above

7. \_\_\_\_\_ is the system by which companies are directed and controlled.
  - a. Business
  - b. Corporate Governance
  - c. Politics
  - d. All the above
8. \_\_\_\_\_ Principle of Henry Fayol prescribes workers have only one boss.
  - a. Scalar Chain
  - b. Centralization
  - c. Unity of Command
  - d. All the above
9. Two factor theory of motivation is propounded by \_\_\_\_\_.
  - a. Maslow
  - b. Herzberg
  - c. Alderfer
  - d. McGregor
10. \_\_\_\_\_ leaders focus on changing the attitude and assumptions of their employees.
  - a. Transactional
  - b. Democratic
  - c. Transformational
  - d. Autocratic

### **SECTION – B**

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

11. What is directing? What are the principles you have to follow in directing?
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.
15. What is the relevance of Management for organizations as well as individuals?

### **SECTION – C**

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

16. What is Control? How function of control can be used to improve the efficiency of organizations?
17. Evaluate Abhram Maslow’s need hierarchy theory of motivation in today’s context.
18. What is Organizational Structure? Explain the significance of line and staff organizational structure in organizations.
19. Explain significance of Henry Fayol’s Principles of Management in business.
20. What do you know about styles of leadership? Which style of leadership is mostly suitable to Indian managers? Explain with reasons.

### **SECTION – D CASE LET (30 Marks)**

In the early morning hours of December 3, 1984, a poisonous grey cloud (forty tons of toxic gases) from Union Carbide India Limited (UCIL's) pesticide plant at Bhopal spread throughout the city. Water carrying catalytic material had entered Methyl Isocyanate (MIC) storage tank No. 610. What followed was a nightmare.

The killer gas spread through the city, sending residents scurrying through the dark streets. No alarm ever sounded a warning and no evacuation plan was prepared. When victims arrived at hospitals breathless and blind, doctors did not know how to treat them, as UCIL had not provided emergency information.

It was only when the sun rose the next morning that the magnitude of the devastation was clear. Dead bodies of humans and animals blocked the streets, leaves turned black, and the smell of burning chilli peppers lingered in the air. Estimates suggested that as many as 10,000 may have died immediately and 30,000 to 50,000 were too ill to ever return to their jobs. The pesticide factory was built in the midst of densely populated settlements. UCIL chose to store and produce MIC, one of the most deadly chemicals (permitted exposure levels in USA and Britain are 0.02 parts per million), in an area where nearly 120,000 people lived. The MIC plant was not designed to handle a runaway reaction. When the uncontrolled reaction started, MIC was flowing through the scrubber (meant to neutralize MIC emissions) at more than 200 times its designed capacity.

MIC in the tank was filled to 87% of its capacity while the maximum permissible was 50%. MIC was not stored at zero degree centigrade as prescribed and the refrigeration and cooling systems had been shut down five months before the disaster, as part of UCC's global economy drive. Vital gauges and indicators in the MIC tank were defective. The flare tower meant to burn off MIC emissions was under repair at the time of the disaster and the scrubber contained no caustic soda.

As part of UCC's drive to cut costs, the work force in the Bhopal factory was brought down by half from 1980 to 1984. This had serious consequences on safety and maintenance. The size of the work crew for the MIC plant was cut in half from twelve to six workers. The maintenance supervisor position had been eliminated and there was no maintenance supervisor. The period of safety-training to workers in the MIC plant was brought down from 6 months to 15 days. All these led to a grave a disaster.

#### **Questions:**

(3\* 10 = 30 Marks)

1. If you are the manager, what impact will be there on you as a manager? What would you tell to your subordinates?
2. Whether the case involves, downfall of ethics? If so, why or why not?
3. How do you resolve this type of hazards if you are a manager?