

<b>Name:</b>	
<b>Enrolment No:</b>	

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

<b>Course:</b> PPM	<b>Semester:</b> I
<b>Programme:</b> MBA ( PM & ET)	<b>C.Code:</b> HRES 7003
<b>Time:</b> 03 hrs.	<b>Max. Marks:</b> 100
<b>Instructions:</b> All questions are compulsory	

**SECTION A (20 Marks)**

S. No.		Marks	CO
Q 1	Under the role of management consultant, consultant acts as a (a) Motivator (b) Leader (c) Counselor (d) All of the above	2	CO 1
Q 2	Span of management/control implies : (a) Number of subordinates in a department (b) Number of subordinates a superior can control (c) Number of superiors in a department (d) Number of employees in a company	2	CO 1
Q 3	Doing a job in a way that achieves results without wasting any resources is referred to as being _____. (a) Effective. (b) Efficient (c) Conservative (d) Both a and b.	2	CO 1
Q 4	Advantage of delegation of authority results in prompt _____. (a) Corrective action (b) Reply (c) Decision-making (d) All of the above	2	CO 1
Q 5	Some of the management functions mentioned by Henry Fayol are: (a) Planning, Training, Co-ordination (b) Planning, Control, Recruitment (c) Planning, Control, Co-ordination (d) Planning, Training, Recruitment	2	CO 1
Q 6	The tool(s) employed by the companies to improve and sustain employee morale (a) Building of responsibility (b) Rotation of jobs (c) Job enrichment (d) All of the above	2	CO 1
Q 7	Failure to give _____ to goal setters is a weakness of MBO. (a) Directions (b) Guidelines (c) Challenges (d) None of the above	2	CO 1
Q 8	Profession needs certificate of ____ (a) Experience (b) Qualification		

	(c) Knowledge (d) Practice	2	CO 1
Q 9	Two-factor Theory is related to: (a) Leadership (b) Motivation (c) Communication (d) None of the above	2	CO 1
Q 10	According to 'Scalar Principle of organization' : (a) A manager can directly supervise a limited number of people (b) The line of authority must be clearly defined (c) Exceptionally complex problems are referred to higher level of management (d) None of the above	2	CO 1
<b>SECTION B ( 20 Marks)</b>			
Q 11	How is staffing related to organizing? Comment	5	CO2
Q 12	Describe difference between functional and divisional organizational structure	5	CO2
Q 13	Planning and controlling are twins. Comment	5	CO2
Q 14	Briefly describe control process	5	CO2
<b>SECTION-C ( 20 marks)</b>			
Q 16	Working of an organization's structure depends on the organizing choices managers make about three issues: How to group tasks into individual jobs. How to group jobs into functions and divisions. How to allocate authority and coordinate or integrate functions and divisions. Explain each of them with suitable examples	10	CO 3
Q 17	Discuss why managers should always try to use positive reinforcement instead of negative reinforcement.	10	CO 3
<b>SECTION-D ( 40 marks)</b>			
Read the case carefully and answer the following questions		<b>CO 1,2,3,4</b>	
Q18	In order to effectively manage up, what things should Grace understand about herself?	10	
Q 19	In order to effectively manage up, what things should Grace understand about Landon?	10	
Q 20	Should Grace send that email to Bill? What would be the likely impact on Landon? On Grace?	10	
Q 21	Grace has requested you to help her. Develop a plan for her to manage her relationship with Landon in order to meet her career goals.	10	