

[Time: 03.00 Hrs]		[Marks:75]
Please check whether you have got the right question paper.		
N.B:	<ol style="list-style-type: none"> 1. Q.1 is compulsory and carries 20 Marks. 2. Q. 8 is compulsory and carries 15 Marks. 3. Attempt any four questions from Q.2, Q.3, Q.4, Q.5, Q6 and Q7. Each of these questions carry 10 Marks. 4. Figures to the right indicate full marks. 	

Q.1	(A)	<p>Select the correct option for the following statements/questions:</p> <p>1) Crisis Management team primarily focuses on:</p> <ol style="list-style-type: none"> (a) Prepare crisis management plan which works best during emergency situations (b) Help the organization come out of tough times and also prepare it for the future (c) both (a) and (b) (d) None of these <p>2) In _____ style, the leader shares the problem with the group. He acts more as a chairperson in generating and evaluating alternatives in search of group consensus.</p> <ol style="list-style-type: none"> (a) Paternalistic (b) Laissez faire (c) Bureaucratic (d) Neurocratic <p>3) _____ can be defined as development that meets the needs of the present without compromising the ability of future generations to meet their own needs.</p> <ol style="list-style-type: none"> (a) Social responsibility (b) Sustainable development (c) Globalization (d) Change management <p>4) _____ are managers who have proper knowledge to administrate the company and reveal initiative and inventiveness in their activity, which they make use of to develop somebody else's enterprise.</p> <ol style="list-style-type: none"> (a) Entrepreneurs (b) Intrapreneurs (c) Functional managers (d) Overall managers <p>5) A _____ defines the business or companies in which the company plans to compete as well as the consumers it seeks to serve.</p>	(10)
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	<p>(a) goal (b) objective (c) vision (d) mission</p> <p>6) Steven Fink laid out a four-stage crisis model consisting of the _____, acute, chronic, and resolution stages. (a) prefatory (b) pioneer (c) primary (d) prodromal</p> <p>7) Three pillars of sustainability includes: (a) Economic development (b) Technology development (c) Organizational development (d) Globalization</p> <p>8) _____ are statements or principles that guide and direct different managers at various levels in making decisions. (a) Principles (b) Programmes (c) Procedure (d) Policies</p> <p>9) According to Gardner, individuals who are high in _____ intelligence are more in tune with nature and are often interested in nurturing, exploring the environment, and learning about other species. (a) Linguistic-Verbal (b) Bodily-Kinesthetic (c) Musical (d) Naturalistic</p> <p>10) The seven S's used in this approach are strategy, structure, systems, style, staff, shared values and _____. (a) speed (b) skills (c) source (d) server</p>	
(B)	State whether True or False:	(10)

	<p>1) The role of Crisis Management Team is to analyse the situation and formulate crisis management plan to save the organization's reputation and standing in the industry.</p> <p>2) Individuals who are strong in interpersonal intelligence are good at being aware of their own emotional states, feelings, and motivations.</p> <p>3) A sociocrats is the one who takes all decisions by himself and expects to be obeyed by his subordinates.</p> <p>4) Organizations face crisis of confrontation when some notorious employees take the help of criminal activities and extreme steps to fulfil their demands.</p> <p>5) Total Quality Management refers to all the functions which deal with designing and providing quality products and services to fulfill the needs of the customers.</p> <p>6) The internal forces are under the control of the organization and come from either individual problems or from the system.</p> <p>7) Crisis management plan helps the employees to adopt a focused approach during emergency situations.</p> <p>8) In Fink's Model of a Crisis, the chronic stage encompasses the lasting effects of the crisis, such as after a flood or a hurricane when teams repair damage to buildings and roads.</p> <p>9) Outsourcing refers to the exchange of goods, services, jobs, skill and knowledge across borders.</p> <p>10) A Team Leader is appointed to take charge of the situation immediately and encourage the employees to work as a single unit.</p>	
Q.2	<p>Answer any TWO of the following:</p> <p>(a) State the difference between Confidence and Overconfidence.</p> <p>(b) How do you define Social Responsibility? Explain its advantages & disadvantages.</p> <p>(c) Define the term strategic management and explain the classes of decision.</p>	(10)

Q.3	Answer any TWO of the following: (a) Describe the term “Planning” and explain the importance of Planning. (b) Mckinsey’s 7-S Change Management Model. (c) State and explain various Leadership style.	(10)	
Q.4	Answer any TWO of the following: (a) Explain the Four Stages in Crisis Management. (b) Define the term Leadership and explain the concept of Level 5 Leadership. (c) Describe the significance of outsourcing. How does it help organizations in Total Quality Management?	(10)	
Q.5	Answer any TWO of the following: (a) Explain in detail the managerial roles in the internal and external context. (b) Write note on Sustainable development Goals and Objectives. (c) What do you mean by organizational success? State and explain the various strategies to prevent making disastrous recruiting choices.	(10)	
Q.6	Answer any TWO of the following: (a) Write a Note on Fink’s Crisis model. (b) What is mind control? Discuss different strategies of mind control. (c) Define the term Strategy and explain the relevance of strategic management and its benefits.	(10)	
Q.7	Answer any TWO of the following: (a) Highlight the various principles of Total Quality Management. (b) Write a note on Skills required for Leadership	(10)	

	(c) State and explain various Management's Challenges.	
Q.8	<p>Write short note on any THREE of the following:</p> <p>(a) Barriers to Change Management (b) Importance of Business Ethics (c) Role of Crisis Management Teams (d) Management's Challenges</p>	(15)