

[Time: 03.00 Hrs]

[Marks:75]

Please check whether you have got the right question paper.

N.B:

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) Read the below given Case Study carefully and answer the corresponding questions accordingly:	(10)
	<p>ABC is a start-up company in the IT sector providing software solutions for the last 1 year, with a team of 10 employees, and has a horizontal or flat hierarchy structure, where all the employees are reporting to the two founders. Whereas, XYZ Ltd., an established MNC in the IT sector, also providing software solutions for the past 20 years, with more than 1000 employees, and has multiple hierarchies starting from the top with the CEO (Chief Executive Officer), followed by Vice Presidents, Assistant Vice Presidents, Project Managers, Assistant Managers, Project Analysts and Project Executives at the bottom.</p> <p>Answer the following questions:</p> <p>(i) Interpret the importance of different managerial styles in ABC & XYZ ltd. and justify the same.</p> <p>(ii) Evaluate any one managerial role from the Interpersonal, Informational & Decisional roles, for both ABC & XYZ ltd.</p>	
	(B) Select the correct option for the following statements/questions:	(10)
	<p>1) A _____ defines the business or companies in which the company plans to compete as well as the consumers it seeks to serve.</p> <p>(a) mission</p> <p>(b) vision</p> <p>(c) objectives</p> <p>(d) hypotheses</p> <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> <p>(a) Paternalistic</p>	

	<p>(b) Laissez faire (c) Bureaucratic (d) Neurocratic</p> <p>3) _____ 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. (a) Entrepreneurs (b) Intrapreneurs (c) Functional managers (d) Overall managers</p> <p>4) 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>5) Three pillars of sustainability includes: (a) Economic development (b) Technology development (c) Organizational development (d) Globalization</p> <p>6) The goals of total productive maintenance is zero defects and zero breakdown. (a) True (b) False</p> <p>7) "Laissez-faire style" this is the style where the manager tells the employees what to do. (a) True (b) False</p> <p>8) 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. (a) True (b) False</p> <p>9) 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. (a) True (b) False</p>	
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	<p>10) 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>(a) True</p> <p>(b) False</p>	
Q.2	<p>Answer any TWO of the following:</p> <p>(a) State differences between a manager and a leader.</p> <p>(b) How do you define Social Responsibility? Describe the importance of Corporate Social Responsibility.</p> <p>(c) Define the term strategic management and explain the classes of decision.</p>	(10)
Q.3	<p>Answer any TWO of the following:</p> <p>(a) Describe the term "Planning" and explain how planning can be made effective in an organization.</p> <p>(b) What is mind control? Discuss different strategies of mind control.</p> <p>(c) What are the seven main types of decisions in management? Discuss.</p>	(10)
Q.4	<p>Answer any TWO of the following:</p> <p>(a) What is a Crisis Management Plan? State its importance and characteristics.</p> <p>(b) Write a note on Skills required for Leadership</p> <p>(c) Describe the significance of outsourcing. How does it help organizations in Total Quality Management?</p>	(10)
Q.5	<p>Answer any TWO of the following:</p>	(10)

	<p>(a) Explain in detail the managerial roles in the internal and external context.</p> <p>(b) Write note on Sustainable development Goals and Objectives.</p> <p>(c) What do you mean by organizational success? State and explain the various strategies to prevent making disastrous recruiting choices.</p>	
Q.6	<p>Answer any TWO of the following:</p> <p>(a) Write a detailed note on tools and techniques of Total Quality Management.</p> <p>(b) Write a Note on Fink's Crisis model.</p> <p>(c) Write a brief note on Barriers to Change Management.</p>	(10)
Q.7	<p>Answer any TWO of the following:</p> <p>(a) Highlight the various principles of Total Quality Management.</p> <p>(b) Define the term Leadership and explain the concept of Level 5 Leadership.</p> <p>(c) Describe Ethics. What are its Types?</p>	(10)
Q.8	<p>Write short note on any THREE of the following:</p> <p>(a) Importance of Business Ethics</p> <p>(b) 3 pillars of Sustainability.</p> <p>(c) Role of Crisis Management Teams</p> <p>(d) Lewins' Change Management Model</p>	(15)