

[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) _____ refers to a process of having a set of activities, undertaken by people sharing a common goal.</p> <p>(a) Organization (b) Leadership (c) Management (d) Responsibility</p> <p>2) _____ refers to the exchange of goods, services, jobs, skill and knowledge across borders.</p> <p>(a) Outsourcing (b) Globalization (c) Diversity (d) Global Strategic Alliance</p> <p>3) _____ is the second step, which involves the manager determining how to distribute resources and arrange employees according to the plan.</p> <p>(a) Organizing (b) Planning (c) Forecasting (d) Implementing</p> <p>4) _____ is the activity of influencing people to strive willingly for group objectives.</p> <p>(a) Planning (b) Leadership (c) Controlling (d) Organizing</p> <p>5) A/An _____ is the one who takes all decisions by himself and expects to be obeyed by his subordinates. The subordinates have no scope to question the superior.</p>	(10)
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- (a) neurocrat
 (b) bureaucrat
 (c) autocrat
 (d) sociocrat
- 6) In Fink's Model of a Crisis, the _____ encompasses the lasting effects of the crisis, such as after a flood or a hurricane when teams repair damage to buildings and roads.
 (a) prodromal stage
 (b) chronic stage
 (c) acute stage
 (d) resolution stage
- 7) _____ is defined as the human capacity to ask questions about the ultimate meaning of life and the integrated relationship between us and the world in which we live.
 (a) Linguistic-Verbal Intelligence
 (b) Visual-Spatial Intelligence
 (c) Naturalistic Intelligence
 (d) Spiritual intelligence
- 8) In _____ role manger, interacts with peers and people outside the organization, he enters into agreements, contracts, gain the orders and therefore perform activity essential for the company.
 (a) disseminator
 (b) figurehead
 (c) monitor
 (d) liaison
- 9) _____ is a process of formulating, implementing and evaluating cross-functional decisions that enable an organization to achieve its objective
 (a) Crisis management
 (b) Strategic management
 (c) Total Quality Management
 (d) Change Management
- 10) _____ refers to all the functions which deal with designing and providing quality products and services to fulfill the needs of the customers.
 (a) Crisis management
 (b) Strategic management
 (c) Total Quality Management
 (d) Change Management

	<p>(B) State whether True or False:</p> <ol style="list-style-type: none"> 1) In participative leadership style, only the leader is responsible for decision making. 2) In monitor role, the manager reaches the organization's aims by using specified type of motivation oriented on employees needs satisfaction, 3) Strategy which deals with vision, corporate goals, philosophy and culture is business unit strategy. 4) The goals of total productive maintenance is zero defects and zero breakdown. 5) "Laissez-faire style" this is the style where the manager tells the employees what to do. 6) The internal forces are under the control of the organization and come from either individual problems or from the system. 7) People who are strong in visual-spatial intelligence are often good with directions as well as maps, charts, videos, and pictures. 8) Organizations form crisis management team to decide on future course of action and devise strategies to help organization come out of difficult times as soon as possible. 9) Integration of total quality management with strategic management is a fundamental requirement for an organization to make both the concepts are implemented well. 10) Change management is a process in which the changes are introduced in a planned and systematic way in an organization. 	(10)
Q.2	<p>Answer any TWO of the following:</p> <ol style="list-style-type: none"> (a) Define the term "Leadership" and state different functions of effective leadership. (b) How do you define Social Responsibility? Explain its advantages & disadvantages. (c) State and explain the various Strategies for Leveraging Diversity. 	(10)

Q.3		<p>Answer any TWO of the following:</p> <p>(a) State various reasons for crisis and describe various types of crisis.</p> <p>(b) Discuss the effective and ineffective managerial styles with reference to your own work situation.</p> <p>(c) State and explain various Leadership style.</p>	(10)
Q.4		<p>Answer any TWO of the following:</p> <p>(a) Define the term strategic management and explain the different types of levels of decisions.</p> <p>(b) Describe the significance of outsourcing. How does it help organizations in Total Quality Management?</p> <p>(c) Explain the Four Stages in Crisis Management.</p>	(10)
Q.5		<p>Answer any TWO of the following:</p> <p>(a) Explain in detail the managerial roles in the internal and external context.</p> <p>(b) Write a brief note on Sustainability. List out 3 pillars of Sustainability.</p> <p>(c) What is mind control? Discuss different strategies of mind control.</p>	(10)
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) State differences between a manager and a leader.</p> <p>(c) What is a Crisis Management Plan? State its importance and characteristics.</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) Write a note on Skills required for Leadership</p>	(10)

	(c) State and explain various Management's Challenges.	
Q.8	<p>Write short note on any THREE of the following:</p> <p>(a) Process Of Change Management (b) Lewin's Change Management Model (c) Mitroff 5 stage Crisis Management Model (d) Landing Stretch Assignments</p>	(15)