

Indian Maritime University
(A Central University, Govt. of India)
BBA (Logistics, Retailing and E-Commerce)
UG31T1204 (Semester II)
Principles of Management-II
May/June 2018 End Semester Examinations

Time: 3 Hours
Date: 31.05.2018

Max Marks:100
Pass Marks:50

Section-A

Answer all the questions 1 & 2
Each question carry equal marks

1.

10 X 1 = 10 Marks

- A. The nominal group technique
1. helps groups to implement particularly complex solutions to a problem
 2. helps to establish a fixed procedure for conducting a small group meeting
 3. alternates between verbal interaction and individual work in the presence of others
 4. all of the above
- B. Which of the following assumptions is characteristic of contingency approaches to leadership?
1. Group situations vary with different situations, requiring different leadership styles.
 2. Members' skills and experience will affect the type of leadership likely to be effective.
 3. Cultural values will affect the type of leadership likely to be effective.
 4. All of the above
- C. According to expectancy theory, which of the following factors lead to good performance?
1. The individual must have the requisite ability to perform
 2. The performance appraisal system must be perceived as fair
 3. The rewards must be desirable to the employee
 4. The fear of punishment leads to good performs

D. Motivation that is due to factors within students or inherent to the task is called:

1. Intrinsic motivation
2. Amotivation
3. Extrinsic motivation
4. Behavioral motivation

E. Which is considered the most important trait of effective leaders?

1. Agreeableness
2. Emotional Stability
3. Extraversion
4. Openness to experience

F. Which of the following is not an advantage of group decision making?

1. Groups generate more complete information and knowledge
2. Group decisions save time
3. Groups lead to increased acceptance of a solution
4. Groups offer increased diversity of views

G. Brainstorming as a problem-solving and decision-making technique:

1. Focuses the mind
2. Involves everyone
3. Encourages communication
4. All of the above

H. Which of the following is not a characteristic of an effective work group?

1. A belief in shared aims and objectives
2. A sense of commitment by individual member's to their own goals and objectives
3. The open expression of feelings and disagreements
4. The resolution of conflict by members themselves

I. Which of the following is a conflict resolution technique?

1. Communication
2. Brining in outsiders
3. Restructuring the organisation
4. Altering the structure variables

J. Which of the following is not a step in the negotiation process?

1. Preparation and planning
2. Evaluation and feedback
3. Clarification and justification
4. Definition of ground rules

2.

5 X 1 = 5 Marks

A. According to Edwin Locke, _____ goals produce the greatest degree of achievement

1. ambiguous and difficult
2. specific and difficult
3. specific and easy
4. ambiguous and easy

B. If followers are unable and willing, Hersey and Blanchard's situational leadership theory suggests that managers exhibit _____.

1. Consideration
2. A laissez-faire style
3. High task orientation
4. A supportive and participative style

C. _____ refers to situations in which group pressures for conformity deter the group from critically appraising unusual, minority, or unpopular views.

1. Groupview
2. Groupshift
3. Groupdeviance
4. Groupthink

D. A virtual team is a collection of people who are _____ separated but still _____ together closely.

1. Geographically; work
2. Temporally; work
3. Physically; think
4. Geographically; decide

E. _____ forms of conflict support the goals of the group and improve its performance.

1. Dysfunctional
2. Concordant
3. Functional
4. Relationship

Section-B (Questions 3-9)
Answer any 5 out of 7 questions

5 X 5 = 25 Marks

3. Write a short note on leadership continuum.
4. Define group and explain the classification of groups.
5. List out the assumptions of Theory X and Theory Y.
6. Describe the stages of group development.
7. Explain the managerial grid with the help of diagram.
8. Discuss various types of teams commonly found in organisations.
9. Bring out the differences between Integrative bargaining and Distributive bargaining strategies.

Section-C (Questions 10-15)
Question 10 is Compulsory
Answer any 3 out of the remaining 5 questions

4 X 15 = 60 Marks

10. "Leaders are born, not made" – Discuss.
 11. Define leadership. And explain the styles based on the use of authority with diagrammatic representation and suitable examples.
 12. Make a comparison between Need hierarchy theory and Two factor theory.
 13. Explain how norms play an important role in influencing the individual and work behavior with the help of Hawthorne experiment.
 14. Briefly discuss the factors which contribute to create effective teams.
 15. Define conflict and explain the stages of conflict process.
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