

**Time - 3 Hour****Maximum Marks: 50 (Minimum Marks: 20)****Instructions to students:**

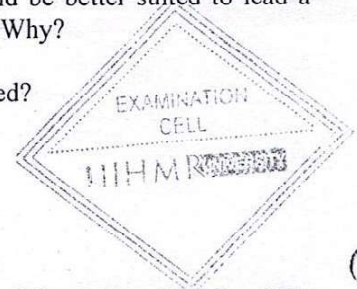
- This question paper contains 2 printed pages.
- Don't write anything on the Question Paper except your Enrollment No.

Part A**(Maximum Marks: 5)****Q1. Choose the correct option for the following (1 mark each):**

- (a). Each participant in a formal organization should receive orders from and be responsible to only one superior. Which principle of Fayol is highlighted in the statement?
- (i) Unity of direction
 - (ii) Scalar chain
 - (iii) Unity of command
 - (iv) Remuneration of employees
- (b). Putting people into a convenient group on the basis of some characteristics and making assumption to perceive is called as _____.
- (i) Stereotyping
 - (ii) Halo effect
 - (iii) Central tendency
 - (iv) Attribution error
- (c). _____ is a statement of expected results in numerical terms.
- (i) Forecast
 - (ii) Budget
 - (iii) Plan
 - (iv) Estimate
- (d). If all criteria in the decision making are equal, weighing the criteria _____.
- (i) improves decision making when large numbers of criteria are involved
 - (ii) is not needed
 - (iii) produces excellent decisions
 - (iv) improves the criteria
- (e). When call center managers spend much of their time monitoring customer calls and giving employees feedback about how to improve their dialogue with customers in the future, these managers are using which of the following skills?
- (i) Technical
 - (ii) Conceptual
 - (iii) Situational
 - (iv) Ethical

Part B**(Maximum Marks: 15)**Answer any three of the following (5 mark each).

- Q2. Explain the implications of Hawthorne's experiment.
- Q3. Explain Herzberg two factor theory of motivation.
- Q4. According to you, a person believing in which style of leadership would be better suited to lead a development sector organization dealing with visually impaired children. Why?
- Q5. How can controlling mechanisms ensure that project objectives are attained?

**Part C****(Maximum Marks: 30)**Answer any three of the following questions in detail (10 marks each).

- Q6. A development organization is working with women's SHGs in rural areas to improve their livelihoods. Despite initial success, many SHGs face issues like poor financial management and leadership conflicts.
- Identify the management challenges faced by the SHGs.
 - Suggest strategies to address these challenges using management principles.
- Q7. Renita Parker was a trainer for a Tasty Tummy multinational company, in FMCG business. She worked brilliantly with the executives on their writing and helped them to feel more confident about it. Renita worked with top executives as well as the shop floor level. She realized that teaching the shop floor employees was her call and she wanted to work more with them. Renita was paid quite high as majorly she was dealing with the top executives.

Renita met Mark, her supervisor, and explained to him that she wanted to be associated with teaching and training the shop floor employees because many of them could not write anything other than their names. She also agreed to work on a reduced salary and started offering English classes as an added benefit to them. Although the classes took some man hours the employee's productivity increased and even some of them began to apply for supervisory positions.

Keeping in mind any of the motivational theories explain the reasons for her satisfaction and dissatisfaction.

- Q8. Explain the different stages of group development. Explain it with a relevant example from your life. State the difference between group and team.
- Q9. An NGO has received limited funding for health programs. How should it decide whether to focus on maternal health, child nutrition, or disease prevention? Explain as a leader will you favour individual or group decision making in this context. What are the techniques you are going to adopt for the decision making.