MINOR 2 EXAM

COURSE: ORGANIZATION AND PEOPLE MANAGEMENT (MSL 301)   TOTAL MARKS: 15

DATE: 25 March 2017   DURATION: 1 HOUR

ANSWER All THE QUESTIONS.

1. ABC is among the top telecom vendors across the globe. Telecom sector is going through rough times with many layoffs and consequently ABC has undergone leadership changes in a short span of last two years. The company has been recognized as one of the best places to work for in 2016 with culture of respect, trust and excellence. Nikhil is a manager of network engineering department in Noida office leading a team of 15 members. The other manager Anil, in the same department, leads a team of 20 members. Both the teams are working on important deliverables for their clients, who are critical for ABC's business.

   As Delhi chokes on bad air, the national pollution watchdog's data shows the rise in particulate matter pollution in Delhi more than the major metros across the globe. Sensing the seriousness of the problem, the government advised to close the schools and suggested the organizations to allow employees to work from home wherever possible. Nikhil on hearing the advisory, immediately contacted the HR Head and took permission to allow his team to work from home. When Anil's team members came to know about the decision, they approached Anil with the same proposal. Anil straightway said 'No', citing the upcoming deadline for a client deliverable as the reason. Anil's team members were feeling disgruntled and disrespected. Their misery intensified, when they got to know that two of their team members (close to Anil) were allowed to work from home.

   a. Compare and contrast the two team leaders in the case let. Substantiate your answer with theoretical groundings *(5 marks)*
   b. How do you think Nikhil's and Anil's decisions will affect their group's dynamics? *(5 marks)*

2. The tendency for individuals to expend less effort when working collectively than when working individually *(0.5 Mark)*.
   A) Groupthink
   B) Conformity
   C) Social loafing
   D) Social Evaluation

3. An unwritten agreement that exists between employees and employer in the workplace is called: *(0.5 Mark)*
   A) Psychological Contract
   B) Rule book
   C) Code of conduct
   D) Performance norms

4. An idea-generation process that specifically encourages any and all alternatives while withholding any criticisms of those alternatives *(0.5 Mark)*
   A) Electronic meeting
   B) Nominal Group Technique
   C) Brainstorming
   D) Interaction session

5. Informal channels are established by the organization and transmit messages related to the professional activities of members *(0.5 Mark)*.

    A) True
    B) False

6. Theories that consider personal qualities and characteristics that differentiate leaders from non-leaders *(0.5 Mark)*.

    A) Initiating structure
    B) Behavioral theories of leadership
    C) Fiedler contingency model
    D) Trait theories of leadership

7. .... is communication of feelings, emotions, attitudes, and thoughts through body movements / gestures / eye contact, etc *(0.5 Mark)*.

    A) Oral communication
    B) Written communication
    C) Non-verbal communication
    D) None

8. The shared convictions about the pattern of behaviour that are appropriate or inappropriate for the members of the group are called *(0.5 Mark)*:

    A) Status
    B) Roles
    C) Norms
    D) References

9. _____ leadership is when the tasks are ambiguous and _____ leadership is when the employees are performing structured tasks *(0.5 Mark)*.

    A) Supportive; directive
    B) Directive; supportive
    C) Participative; directive

10. Communication process begins with *(0.5 Mark)*

    A) Encoding
    B) Feedback
    C) Decoding

11. .... are groups of employees who perform highly related or interdependent jobs and take on many of the responsibilities of their former supervisors *(0.5 Mark)*.

    A) Self-managed work teams
    B) Cross-Functional Teams
    C) Virtual Teams