Reg.No. \_\_\_\_\_\_\_\_\_\_\_\_



**UNIVERSITY**

(Karunya Institute of Technology & Sciences)

(Declared as Deemed-to-be University under Sec.3 of the UGC Act, 1956)

**End Semester Examination – Nov/Dec– 2017**

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| **Code :** | **14MS2002** | **Duration :** | **3hrs** |
| **Sub. Name :** | **MANAGERIAL SKILLS** | **Max. marks :** | **100** |

**ANSWER ALL QUESTIONS (5 x 20 = 100 Marks)**

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| **Q. No.** | **Sub Div.** | **Questions** | **Course**  **Outcome** | **Marks** |
| 1. | a. | Differentiate between charismatic and transformational leadership | CO2 | 2 |
| b. | Discuss the traits displayed by a student with a high level of EQ, with reference to job interviews.  ABC Ltd. needs to upgrade its outdated office computers. There have been several employee complaints regarding redundant OS, failing hardware and limited storage capacity. As the Purchase Officer, you have been tasked with facilitating the upgrade. The Head of the company has provided you with two alternatives – purchase new systems with the required specifications or opt for hiring systems and data storage through third party vendors.? | CO2 | 4 |
| c. | List the areas for which information would be required before proceeding with decision making. | CO2 | 4 |
| d. | Explain the process by which you would decide/select the suitable vendor. | CO2 | 10 |
| (OR) | | | | |
| 2. | a. | Differentiate between formal and informal communication. | CO3 | 2 |
| b. | Describe the various elements of poor governance, with suitable examples. | CO3 | 4 |
| c. | Explain the various characteristics of effective teams. | CO2 | 4 |
|  | d. | Describe the various conflict management approaches, with suitable examples | CO2 | 10 |
|  |  |  |  |  |
| 3. | a. | Outline the negative consequences of adopting alaissez faire style of leadership. | CO2 | 2 |
|  | b. | Discuss the utility of Corporate Governance in organizations | CO3 | 4 |
|  | c. | XYZ University is planning to conduct a job fair for students in and around Coimbatore. You have been appointed as the coordinator for the event. Based on the PODSCORB framework, what are the activities you will undertake in order to meet the expectations of career aspirants and visiting companies? | CO2 | 14 |
| (OR) | | | | |
| 4. | a. | Differentiate between power and authority. | CO1 | 2 |
|  | b. | Cross functional teams add value to the organization– Justify. | CO2 | 4 |
|  | c. | Elaborate on the various types of innovations, with suitable examples. | CO1 | 14 |
|  |  |  |  |  |
| 5. | a. | List the various factors influencing negotiation. | CO3 | 2 |
|  | b. | List the roles and responsibilities of various actors/stakeholders in global governance. | CO3 | 4 |
|  |  | ‘Social media is the least preferred channel of corporate communication. Traditional channels of communication such as mail and letters are losing relevance and will soon become outdated’ |  |  |
|  | c. | Do you agree with that above statement? Justify your viewpoint with suitable examples. | CO3 | 7 |
|  | d. | Discuss the various benefits faced in utilizing social media in organizations. | CO3 | 7 |
| (OR) | | | | |  |  |  |  |
| 6. | a. | Explain the utility of problem solving teams. | CO2 | 2 |
|  | b. | Briefly describe the various barriers to creativity. | CO1 | 4 |
|  | c. | ‘Virtual teams play an important role in maintaining the work-life balance of an employee. Employees in IT and consulting can now work from the comfort of their homes on projects, in collaboration with members from various regions.’  Are virtual teams less efficient than other work teams? – Discuss the various types of work teams and their utility in organizations. | CO2 | 7 |
|  | d. | Discuss the various costs and challenges in managing virtual teams? | CO2 | 7 |
|  |  |  |  |  |
| 7. | a. | List the rules to be followed during brainstorming. | CO1 | 2 |
|  | b. | List the various traits of effective leaders, along with suitable examples. | CO1 | 4 |
|  | c. | Discuss the process of creative problem solving, with a suitable example. | CO1 | 4 |
|  | d. | Elaborate on Johari Window, with suitable examples. | CO2 | 10 |
| (OR) | | | | | . |  |  |  |
| 8. | a. | Define latent conflict. | CO3 | 2 |
|  | b. | Briefly explain the process of negotiation. | CO3 | 4 |
|  | c. | Explain the impact of feedback and noise on the communication process. | CO3 | 4 |
|  | d. | Describe the utility of SWOT analysis in self assessment, with a suitable example. | CO1 | 10 |
|  | |  |  |  |  |
|  | | **Compulsory**. |  |  |  |
| 9. | a. | List any four outcomes of functional conflict. | CO3 | 2 |
|  | b. | Explain the benefits of blue ocean innovation for an organization. | CO1 | 4 |
|  | c. | Elaborate on the various leadership styles, with suitable examples. | CO2 | 14 |

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