

End Semester Examination-2016

Tourism Immersion & Leadership Development Programme

Course Code: PGTMM3C004V

Time: 2 Hours

Total Marks: 50

Section: A

Instructions:

(1.5x8=12)

- (a) All questions are compulsory in this section
- (b) Each question carries 1.5 marks.

1. Which 18th century writer produced a famous book called 'The Wealth of Nations'?
 - (A).Frederick Taylor
 - (B).Henry Mintzberg
 - (C).Adam Smith
 - (D).Dr Samuel Johnson

2. Which consulting company is associated with the concept of talent management?
 - (A).PriceWaterhouseCoopers
 - (B).Boston Consulting Group
 - (C).Deloitte
 - (D) McKinsey

3. When a conflict arises between two employees, what step might a leader take?
 - (A).Step in and quickly helps employees mediate the conflict to avoid any unnecessary escalation.
 - (B).Step back and encourage employee to resolve the conflict themselves.
 - (C). Step out of 'field action' a for moment to gain insight into nature of the conflict.
 - (D). Leader should focus on motivating people

4. A representative democracy is characterized by?
 - (A). Control by the representatives in the higher classes
 - (B). Adults electing representatives to act on their behalf at the different levels of the legislature.
 - (C). A two party system
 - (D). A large assembly where democratic decision are made

5. Negotiations are an important aspect of the collective-bargaining process, what do they ensure?
 - (A).That conflict is contained within manageable boundaries
 - (B). Agreement between all parties involved
 - (C). That conflict is always resolved
 - (D).It achieves a set of lasting agreements

6. What do you by a 'codification approach' to knowledge management activities?
 - (A). The use of IT systems where employees codify their own knowledge and use systems to search for knowledge they don't possess
 - (B).Where workers share their tacit knowledge with other people
 - (C). Where no structured approach to knowledge management is in place
 - (D).Their knowledge and expertise is typically of great importance to the organisation

7. What is meaning of 'Social Capital'?

- (A). An individual with a friendly and sociable personality
- (B). The possession of strong negotiation skills
- (C). The possession of strong interpersonal skills, e.g. communication skills
- (D). The possession of good working and personal relations with individuals in client organisations

8. At what level of an organisation does a corporate manager operate?

- (A). Functional
- (B). Operational
- (C). Middle level
- (D). Top level

Section -B

Answer any 3 questions and each question carries 6 marks.

(3x6=18)

- 9. Discuss the reason of conflict at work place and suggest a strategic action plan for managing the conflict at work place?
- 10. Outline the benefits of Tourism Immersion Programme.
- 11. How you design teamwork actions in an organization?
- 12. Why do leader need to communicate effectively?
- 13. How you develop high performance team competencies?
- 14. Explain the Path-Goal theory of leadership.

Section -C

Answer any two questions. Each question carries 10 marks.

(2x10=20)

- 15. Discuss various styles of the leadership.
- 16. Critically analyse various theories of the leadership.
- 17. What are key four factors of leadership?