

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)**

CB

**EXAMINATION: JUNE - 2022**

**SEMESTER - I**

**Sub.: Principles of Management (BBA15-111)**

**Date : 21/06/2022**

**Total Marks :60**

**Time: 10.00 am to 12.30 pm**

- Instructions:** 1) The paper consists of two sections I and II.  
2) All questions are compulsory.

**SECTION - I**

**Q. 1. Answer in Detail. (Any Two) (20)**

1. Explain scientific management theory
2. What is decentralization? Explain its advantages and disadvantages.
3. Define leadership. Explain any three types of leadership.
4. What is Recruitment. Explain any five external sources of recruitment.

**Q. 2. Write short notes: (Any Two) (10)**

1. Skills of a Manager
2. MBO
3. Organizing
4. Theory X Theory Y

**SECTION – II**

**Q. 3. Choose the most appropriate option. (20)**

- 1) The principles of management are intended to be applied to all types and sizes of organizations. This statement reflects that the principles of management are.....
  - a) General guidelines
  - b) Universally applicable
  - c) Flexible approach
  - d) Mainly behavioral
- 2) Who is considered a father of scientific management?
  - a) Henry Fayol
  - b) Mary Parker Follet
  - c) FW Taylor
  - d) Henry Dennison
- 3) .....means every employee should get an order from one superior only.
  - a) Unity of command
  - b) Unity of direction
  - c) Centralization
  - d) Order
- 4) The scalar chain is related to .....
  - a) Motivation
  - b) Planning
  - c) Leadership
  - d) Communication
- 5) How are principles of management formed?
  - a) By rule of thumb
  - b) By observation and experimentation
  - c) By the experience of customer
  - d) In the science laboratory

- 6) The first and foremost function of management is.....
  - a) Planning
  - b) Communication
  - c) Organizing
  - d) Directing
- 7) In .....power and discretion are concentrated at the top levels along with the function of control and decision-making
  - a) Decentralization
  - b) Centralization
  - c) Both A and B
  - d) Neither A nor B
- 8) In case of emergency and war ..... leadership style is suitable
  - a) Autocratic Style
  - b) Free Rein Leadership
  - c) Both A and B
  - d) Neither A nor B
- 9) Herzberg's Motivation denoted ..... and ..... Factor.
  - a) X and Y
  - b) Communication and co-ordination
  - c) Hygiene and motivation
  - d) Planning and directing
- 10) .....is the merit of decentralization
  - a)It reduces problems of communication
  - b) It permits better and quicker decision-making
  - c) Both A and B
  - d) Neither A nor B
- 11) The bureaucratic organizational model was suggested by.....
  - a) Joseph L Massie
  - b) Taylor
  - c) Max Weber
  - d) BF Skinner
- 12) According to Maslow's Theory..... is the basic
  - a) Self-development need
  - b) Physiological need
  - c) Insurance and safety
  - d) All of the above
- 13) What is the internal source of recruitment?
  - a) Promotions
  - b) Transfers
  - c) Recruiting Former Employees
  - d) All of the above
- 14) ..... Is the aspect of direction
  - a) Supervision
  - b) Leadership
  - c) Motivation
  - d) All of the above
- 15) Management is.....
  - a) An art
  - b) A Science
  - c) Both A and B
  - d) Neither A nor B
- 16) Theory 'X' and Theory 'Y' was developed by.....
  - a) Douglas McGregor
  - b) A.H, Maslow
  - c) Taylor
  - d) None of the above
- 17) MBO stands for .....
  - a) Management by Observation
  - b) Management by Objectives
  - c) Management by Origin
  - d) Management by Organization

- 18) Sam is learning Japanese because he likes experiencing new things, not because his job requires it. How will you describe Sam's motivation?
- a) Intrinsic  
b) Extrinsic  
c) Both A and B  
d) Neither A nor B
- 19) ..... is the type of managerial control
- a) Organizational controls  
b) Operational controls  
c) Both A and B  
d) Neither A nor B
- 20) CPM stands for.....
- a) Carefree Path Method  
b) Critical Path Method  
c) Circular Path Method  
d) Casual Path Method

**Q. 4. Case Study: (10)**

Small businesses with positive leadership roles are more likely to have effective management, rewarding cultures and productive teams. Although some individuals have natural talent and excellent leadership skills, all business owners and managers can learn to become better leaders. In order to drive the success of your business, make sure you fulfill the following critical roles of a leader.

Providing a vision for the team is the single most important role of the small business owner. Employees cannot be expected to participate in a common effort if they don't know the goals of the business. When team members understand the vision and goals, they are more focused and understand how their individual role helps to drive the success of the business.

Organizations must set up a clearly defined organizational structure that includes an organizational chart outlining the chain of command and protocols for effective communication. Employees need to understand who they report to when they have questions or concerns. To facilitate effective communication and efficiency, develop communication protocols. It can be helpful to use multiple channels like email and team chat groups to augment one-on-one communication and staff meeting interactions. The type of communication method utilized should be appropriate for the content of the message. Memos are fine to convey announcements and information on minor issues. Face-to-face meetings are necessary to discuss important issues or convey information that is sensitive or may result in questions.

The role of leadership in an organization is to “inspire, influence and guide others to participate in a common effort.” Good leaders don't just bark orders or hand out directives with no explanation. Instead, they use effective communication and motivation techniques to facilitate action by their teams. Leaders that inspire and motivate their teams to solicit input from employees, keep team members informed, give timely and specific feedback regarding job performance, ensure training needs are met, and hold employees accountable.

**Questions:**

1. Identify the leadership qualities discussed in the article.
  2. Why is it essential to explain the vision to the team members?
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