

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
LOGISTICS AND SUPPLY CHAIN MANAGEMENT/
AVIATION MANAGEMENT
EXAMINATION: JUNE - 2024
SEMESTER - I

Sub.: Management Concept (BBA23-AVLS 111)

Date : 04/06/2024

Total Marks : 60

Time: 2.00 pm to 4.30 pm

- Instructions:** 1) All questions are compulsory.
 2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

1. What is the significance of coordination in management?
 - a) It ensures a smooth flow of information within the organization.
 - b) It reduces conflicts among employees.
 - c) It increases the efficiency of individual departments.
 - d) It eliminates the need for managerial roles.
2. Which of the following is a characteristic of the classical approach to management?
 - a) Emphasis on human behavior and psychology
 - b) Focus on maximizing employee satisfaction
 - c) Advocacy for scientific methods in management
 - d) Promotion of informal organizational structures
3. What is the primary objective of business forecasting?
 - a) To analyze past performance
 - b) To predict future trends and events
 - c) To control the decision-making process
 - d) To delegate authority effectively
4. Which leadership style emphasizes participative decision-making and team collaboration?
 - a) Autocratic leadership
 - b) Democratic leadership
 - c) Laissez-faire leadership
 - d) Transactional leadership
5. What is the main purpose of implementing control techniques in management?
 - a) To restrict employees' creativity
 - b) To maintain the status quo
 - c) To ensure that organizational goals are achieved
 - d) To discourage innovation

Q. 2. State True / False (05)

1. The concept of staffing primarily focuses on the recruitment of new employees.
 - a) True
 - b) False
2. Decentralization involves transferring decision-making authority from lower-level to higher-level management.
 - a) True
 - b) False
3. Maslow's hierarchy of needs theory suggests that higher-order needs must be satisfied before lower-order needs become motivating factors.
 - a) True
 - b) False
4. The systems approach to management emphasizes that organizations are open systems influenced by their external environment.
 - a) True
 - b) False
5. The primary role of control in management is to punish employees for underperformance.
 - a) True
 - b) False

Q. 3. Write Short notes on (Any Three) (15)

1. Managerial skills
2. Objectives of planning
3. Importance of Staffing
4. Traditional Control techniques
5. Managerial Grid.

Q. 4. Answer in detail (Any Two) (20)

1. Critically evaluate any two theories of management.
2. Explain the concept of formal and informal organization with relevant examples.
3. How can a manager use Herzberg's theory of motivation in the workplace? Explain with examples.
4. Explain the concept of MBO with relevant examples.

Q. 5. Case study (15)

ABC Retail Store has recently opened several new branches in different cities, leading to an increased demand for qualified staff to fill various positions, including sales associates, store managers, and administrative staff. However, the HR department is struggling to attract and retain suitable candidates in a competitive job market.

Questions:

1. How does the concept of staffing align with the strategic goals of ABC Retail Store?
 2. What are the key elements of the nature of staffing that ABC Retail Store needs to consider when recruiting new employees?
 3. Why is staffing considered crucial for the success of ABC Retail Store, and what potential consequences might arise if the staffing process is not effectively managed?
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