

Subject BST –XII Date : 30-07-2018

**ASSIGNMENT FOR MULTIDICIPLINARY QUESTIONS OF
STAFFING, DIRECTING & CONTROLLING**

1. Draw the pyramid of Maslow's Need Hierarchy theory. Give an exception where self actualisation needs dominates in hierarchy.
2. An Indian while at London airport lost his visa. He contacted the help desk of airport authorities where he was told to file an FIR. He could not understand accent of authorities even though they spoke in English.
 1. A Name the type of communication barrier involved in this case.
 2. B Explain 4 other categories of communication barrier
3. Ram , supervisor of a mining company met an accident in mines during working hour and lost his life. As per company's norm his son Bhima who was 12th pass was given compensatory job as a helper. Later on Bhima pursued part time diploma course in materials management and then applied for the post of store keeper. He was selected . Seeing his interest and dedication ,the authorities suggested his name for vocational training in managerial cadre which was organised by state government. Quoting the lines from above paragraph, explain two functions of management with concerned areas that are focused here?
4. Explain motivation process?
5. Tushar a M. Pharma candidate is selected as drug inspector in central government . He was posted in Poona after successful completion of his training . In spite of handsome salary he was dissatisfied due to lack of acknowledgement for his work and unnecessary redtapism in table work. He finally decided to quit job and set up his own factory . He knew that retainng qualified people will be the true asset for the company .
 1. A Absence of which functional element of management lead to Tushar's switchover from job to business
 2. B Which level of need is satisfied by Tushar's switchover
6. Scandinavian Airlines on the very first day of joining of their newly appointed staff both technical as well as non technical gave them briefing about organisation followed by policy and procedure for restricted holiday, sick leave , in service departmental exam for up gradation & training programmes. They are informed and educated about emergency landing, sexual harassment cell and other grievance handling procedure.
 - a Which act of staffing procedure is highlighted here.
 - B Identify and explain various human needs that are being satisfied by this act.
7. Mayuri a software engineer is involved in making user friendly packages.
 - b. She centralises power within herself and expect her employees to follow instructions without any question. This lead to dissatisfaction among employee and ultimately resulted in increased employees turnover.
 - i. A Identify the leadership style adopted by Mayuri.
 - ii. B Explain other 2 styles of leadership.

- 8 Explain any 4 importance of controlling.
- 9 Sohan is a railway employee at Borouni . He takes up breath analyser test with the help of machine to check the alcohol intake of drivers. With too many reporting channels in managerial levels he finds it difficult to communicate in given time limit. This led to irrational behaviour of Sohan towards drivers. Drivers filed a complaint against Sohan. Sohan was called for explanation. In spite of 3 reminders Sohan did not give explanation. He was suspended till further instruction.
- 1 Explain the communication barrier which Sohan is facing .
 - 2 How was Sohan's silence treated by the authorities?
 - 3 What is the solution to this problem?
- 10 Tripti , an advisory staff of Tulip Consultant was on leave for last 7 days without any official information . One of her colleagues reported the branch manager about her hospitalisation due to infection caused as a result of poor sanitation facility. Branch Manager immediately ordered to get the sewerage treatment plant as well as sanitation facility improved . .
- a. Quote the lines indicating formal and informal communication .
 - b. What is the other name for informal communication
- 11 Explain any 4 importance of controlling.
- 12 Gamy runs an agency for event management providing decoration, catering and entertainment as per occasion. People in market prefer this approach since its cost effective in all respects. Gamy knows that his employees are his strength Therefore at the time of selection he is very careful in taking up certain tests . Further after appointment also he ensures that that due recognition and reward should be given. In Order to retain the goodwill in market he continuously compares the actual performance with pre set standards or expectation of companies . He immediately takes corrective action for deviation if any.
- a. Quoting lines from the above para, identify and explain different functions of management in which Gamy is involved..
- 12 Ala medical college intends to opt for gurukul system of education . For this it intends to reduce the strength of students and provide training programme to its faculty on yoga, ayurved treatment and other areas . The Heads of each department had their own rigidity. This indirectly affected the working culture. Authorities thought of giving breathing space to both faculty as well as students . Therefore they intentionally allowed people of similar interest to interact during their free time . Slowly some groups like-Abhivakti (for dance drama) , Sanskriti (for cultural heritage) and others started emerging. Now everyone was happy by ventilating their ideas & hobbies . The management committee was also happy getting fast feedbacks and suggestions through these groups
- 14 What is the nature of these newly emerged groups. Can they exist independently?