

# P P SAVANI UNIVERSITY

First Semester of B.Com Examination

February 2021

SMBC1030 Basics of Management

24.02.2021, Wednesday

Time: 10:00 a.m. To 12:30 p.m.

Maximum Marks: 60

## Instructions:

1. Question no. 3 and 6 are compulsory.
2. Make suitable assumptions and draw neat figures wherever required.
3. Use of scientific calculator is allowed.

- Q - 1 Answer the Following: (MCQ/Short Question) [10]
- (i) Define Management [02]
- (ii) Define Strategy [02]
- (iii) Define Leader [02]
- (iv) The ability to adapt to change or respond to an outer stimulus in a speedy yet effective manner. Is known as? [01]  
A. Change agent B. Agile Workforce C. Leader D. Manager
- (v) Who is known as the 'Father of Management'? [01]  
A. Peter Drucker B. Henri Fayol C. Elton Mayo D. None of above
- (vi) Assign responsibility, Grant authority, Create accountability is steps of? [01]  
A. Authority B. Delegation C. Responsibility D. None of above
- (vii) Someone who works with and through other people by coordinating their work activities in order to accomplish organizational goals is \_\_\_\_\_. [01]  
A. a very intelligent individual B. a supervisor of production work C. a manager  
D. an operations supervisor
- Q - 2 (a) What are the changing environments? How Management is changing with subsequent Industrial Revaluation? [05]
- Q - 2 (b) List down and explain the 14 Principal of Management. The production manager of an automobile company asked the foreman to achieve a target production of 200 scooters per day. But he did not give him the authority of requisition tools and materials from the stores department. Can the production manger blame the foreman if he is not able to achieve the desired target? Explain briefly the principle relating to the situation. [05]
- OR**
- Q - 2 (a) List down and explain the 14 Principal of Management. The production manager of Harsh Ltd. instructs a salesman to go slow in selling the product, where the marketing manager is insisting on fast selling to achieve the target. Which principle of management is being violated in this case? [05]
- Q - 2 (b) Explain type of Matrix Structures with an example of Multi project business firm. [05]
- Q - 3 (a) Future trends of Staffing [05]
- Q - 3 (b) Define the steps of Planning and explain the function in details. [05]
- Q - 4 (a) Is management an art or science? Explain in your words [05]
- Q - 4 (b) Why Decision Making is one of the important process in management? Explain in detail. [05]
- OR**
- Q - 4 (a) Compare and Contrast Need theory and Hygiene theory. ( Minimum 5 points) [05]
- Q - 4 (b) Difference between Manager and Leader ( Minimum 7 points) [05]



- Q - 5 Attempt short notes (any two) [10]
- (i) Mintzberg's Managerial roles
  - (ii) Delegation
  - (iii) Write a note on types of Control with examples
  - (iv) Types of Leadership

- Q - 6 Human Resource Staffing Case Study - How we made a difference! [10]

#### Company Profile

ABC Supply Co., Inc. is the largest wholesale distributor of roofing supplies in the United States, and one of the nation's largest distributors of siding, tools, windows, other select exterior building products and related supplies. Since our start in 1982, we've grown to become a national organization with more than 450 branches and other facilities in 44 states, over \$4 billion in sales, over 7,000 employees and a company that has won the Gallup Great Workplace Award six years in a row.

#### Business Situation

ABC Supply Co. in the St. Louis market, which included 6 different locations, needed immediate temporary workers to meet their staffing demands due to heavy storms that past through the Midwest in the spring of 2012. They had never previously used a temp staffing company locally, but due to the urgency, they made a decision to partner with Human Resource Staffing. They made this decision due to the high number of employees they needed to acquire and the lack of the resources they had locally in their HR Department. The skill set, experience and education of the needed employees was a wide range and would require different recruiters to handle each. These positions included: warehouseman, general labors, clerical, purchasing, warehouse managers and inside sales. There was a time frame of 2 weeks to set up and deliver a total of 140 people in the first month.

#### Solution

Human Resource Staffing went to work immediately by first analyzing the requirements and the amount of staff needed to produce the results in a short time frame. We partnered with ABC Supply's corporate human resource department, working closely with them to make sure we were not only providing quality applicants, but also ones that would fit with their award winning culture. We set up a one day job fair at a local hotel with 3 of our recruiters, the VP of Sales, the Account Executive in charge of the account, along with 2 corporate HR representatives from ABC Supply's corporate office. The team proceeded to do over 125 interviews for the day, with the goal of each interview lasting no more 10-15 minutes, and with a grading scale of 1-4 for each applicant. The day after the job fair we then started re-contacting the top candidates to schedule a time to bring them in for job specific testing, drug testing, reference and background checks so that offers could be made. This was handled by the three Human Resource Staffing offices so that it was geographically favorable for the final candidates depending on where they would be placed at one of the 6 ABC Supply locations. With any positions that there were not enough quality candidates, Human Resource Staffing then supplemented this with contacting current employees in our data base, ads on job boards, employee referrals, word of mouth and walk-ins to ABC Supply stores. The Human Resource Staffing Account Executive went out and met with each one of the store managers individually at all 6 locations so that they could identify a good cultural fit that each manager was looking for in their own store.

#### The Results

Within one month of the start of the project, Human Resource Staffing was able to provide a total of 140 employees to ABC Supply Inc during this very challenging time. It was not just the quantity of the temporary workers, but also the quality that we were able to deliver. Many workers worked an additional 8-32 hours of overtime weekly. This scope of business continued for about 5 months until the production slowed down, and approximately 6 were hired on permanently. ABC Supply Inc said that they had tried this same process around the country previously, but we were the only company to exceed their expectations.

Question 1: In detail explain the Staffing functions after analyze the given case study.

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