

BBA THM (NEP) Semester 2 Examination
DSC-M-THM 123

Organisational Skills in Ser. Ind.

Time : 2-00 Hours]

June-2024

[Max. Marks : 50

Note: All questions are compulsory.

Q.1. Multiple Choice Questions (MCQs) (Attempt any 10)

(10 Marks)

1. SMART work stands for -
- a) Short, Magnificent, Accurate, Real, Time-based
 - b) Specific, Meaningful, Acceptable, Realistic, Trustworthy
 - c) Specific, Measurable, Assignable, Realistic, Time-based
 - d) Strong, Measurable, Attractive, Responsible, Time-based
2. Which of the following statement is incorrect?
- a) ICAO is a United Nations agency which helps 193 countries to cooperate together and share their skies to their mutual benefit.
 - b) Strategies for managing fatigue can be racing, backward planning and regular test.
 - c) Using a 'paced' approach gives you a way to break everyday activities and exercise into smaller bits.
 - d) Fitness for duty is a joint responsibility between the air carrier and the flight crew member.
3. What are the benefits of training and development?
- a) Boost productivity
 - b) Retain talent
 - c) Enhance performance
 - d) All of the above
4. What are the core leadership challenges in 2024?
- a) Guiding change
 - b) Managing stakeholders
 - c) Problem solving
 - d) All of the above
5. Analysis of critical thinking focus on _____ of thinking.

(P.T.O)

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- a) Quality b) Structure c) Source d) Phenomenon

6. The key managerial responsibilities are

- a) Leadership and goal setting
b) Training & Development, Administrative tasks
c) Organizing operations and processes
d) Both a and b

7. Planning is the _____.

- a) Primary/First function of the manager
b) Both a) and d)
c) None of the options are correct
d) The last function of the manager

8. Pacing uses a _____ approach to activity.

- a) resource-contingent
b) activity-contingent
c) time-contingent
d) task-contingent

9. A strategic plan is a _____ plan.

- a) different from
b) same as
c) not important as compared to
d) None of the above

10. FDP stands for

- a) flight duty period
b) flying duty period
c) fit duty period
d) focus duty period

11. Learning to support yourself during stressful situations beyond your control will _____ the effects of stress.

- a) increase

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- b) enhance
- c) diminish
- d) None of the above

12. All stress is bad and _____ for health.

- a) healthy b) harmful c) useful d) all of the above

Q.2. Explain the following terms –

- a) What are the two best ways to show initiative in Project coordination? **(4 Marks)**
- b) What is responsibility? Discuss any two key managerial responsibilities. **(4 Marks)**
- c) Smart work vs. Hard work **(2 Marks)**

OR

Q.2. Answer the following –

- a) Write short note on eustress. **(4 Marks)**
- b) What is team? State its characteristics. **(4 Marks)**
- c) Mintzberg's 5 Ps of Strategy **(2 Marks)**

Q.3. (a) Define stress. Discuss its nature.

(5 Marks)

(b) What do you mean by behavioral decision making? Explain the various aspects considered in such decision making. **(5 Marks)**

OR

Q.3. (a) What is fatigue and fatigue management? List out work fatigue symptoms.

(5 Marks)

(b) What is the difference between creative thinking and critical thinking? **(5 Marks)**

Q.4. What qualities need to be developed in managers to transform them into leaders?

(10 Marks)

OR

Q.4. What is flexible working? Discuss the various types of flexible working arrangements.

(10 Marks)

Q.5. What should be the qualities or ingredients of right leadership style in 2024? **(10 Marks)**

OR

Q.5. What are problem solving skills? Give an example. How you can improve your problem solving skills?

(10 Marks)
