

Full Syllabus

Organisation of Commerce & Management

(046) (E)

B.A.

BOARD - QUESTION PAPER-1

Standard-12

Time : 3 Hours

(046) (E)

Total Marks : 100

- Instructions :
- (1) This question paper contains **Five** sections and total **65** questions.
 - (2) All questions are compulsory. Options are internal.
 - (3) Figures to the right side indicate full marks for the questions.
 - (4) Answers should be written according to the instruction only.
 - (5) Start a new section on a new page.

SECTION-A

□ Answer the following 1 to 20 questions by selecting the correct option from the given options. (1 mark each) 20

1. What type of an activity is management?
 - (A) Universal
 - (B) Inefficient
 - (C) Defining objectives
 - (D) Transparent
2. What is the other name for bottom level management?
 - (A) Functional level
 - (B) Workers level
 - (C) Policy making level
 - (D) Officers' level
3. What are the principles of management?
 - (A) Result of experience
 - (B) Management decide them
 - (C) Decided by experiments
 - (D) Managers decide them
4. Planning function means _____.
 - (A) routine function
 - (B) fixed function
 - (C) function of choice
 - (D) difficult function
5. What is pre-condition for successful planning?
 - (A) Long term
 - (B) Short term
 - (C) Organisation
 - (D) Flexibility
6. In which type of organisation, work is given more importance than department?
 - (A) Linear
 - (B) Functional
 - (C) Informal
 - (D) Matrix
7. What can not be delegated from the following?
 - (A) Authority
 - (B) Responsibility
 - (C) Accountability
 - (D) Work
8. Selection procedure for non managerial staff is?
 - (A) Difficult
 - (B) Short and simple
 - (C) Expensive
 - (D) Long and special
9. _____ is the second step after recruitment.
 - (A) To give promotion
 - (B) Selection
 - (C) Training
 - (D) Transfer
10. At which level of management, direction is required?
 - (A) Bottom
 - (B) Middle
 - (C) Top
 - (D) All of them

11. Controlling is not a _____ process.
 (A) continuous (B) internal (C) rigid (D) dynamic
12. By which other names is the objective of wealth maximisation known?
 (A) Social welfare (B) Capital investment (C) Net present value (D) Trading on equity
13. In which year Depository Act came into existence?
 (A) 1991 (B) 1992 (C) 1995 (D) 1996
14. In marketing management _____ is at the centre.
 (A) Product (B) Production (C) Customer (D) Profit
15. Which of the following is the function of a marketing manager?
 (A) Making the goods consumable (B) Storages of Goods (C) Market segmentation (D) Sales
16. Controlling is not a _____ process?
 (A) Continuous (B) Internal (C) Rigid (D) Dynamic
17. How many types of capital structure are there?
 (A) Two (B) Three (C) Four (D) Five
18. In which year Depository Act came into existence?
 (A) 1991 (B) 1992 (C) 1995 (D) 1996
19. In marketing management _____ is at the centre.
 (A) Product (B) Customer (C) Production (D) Profit
20. Which of the following is the function of a marketing manager?
 (A) Making the goods consumable (B) Storages of goods (C) Market segmentation (D) Sales

SECTION-B

- Answer the following questions from 21 to 30 in one and two sentences each. Each question carries 1 mark :
21. What is management?
 22. Which level of management does the function of machinery layout and repairing?
 23. Give the full form of M.B.A.
 24. What is time study?
 25. State types of budget.
 26. What is Organisation?
 27. What do you mean by Accountability?
 28. State the names of various types of tests conducted for selection process.
 29. Which is the base of the selection process?
 30. What do you mean by profit sharing?

SECTION-C

Answer the following questions from 31 to 47 in brief.
Each question carries 2 marks : (Any 13)

26

- 31. What is co-ordination?
- 32. Who are included in the top level management?
- 33. Discuss various elements of price-mix.
- 34. What is the meaning of scientific management?
- 35. What is subsidiary plan?
- 36. What do you mean by policy?
- 37. Give the meaning of formal and informal organisation.
- 38. Prepare the structure showing matrix organisation.
- 39. When is Decentralisation possible?
- 40. Explain the term 'Waiting List'.
- 41. What can be known through trade test and psychological tests?
- 42. How is controlling an internal process?
- 43. What are the instruments of money market?
- 44. What is Dematerialisation?
- 45. List out the advantages of Labelling.
- 46. What is the need of 'Storage of goods'?
- 47. Give the types of channels of Distribution.

SECTION-D

Answer the following 48 to 59 questions to the point.
Each question carries 3 marks : (Any 8)

24

- 48. Discuss the contribution of Peter F. Drucker in the field of management.
- 49. Discuss the meaning and formation of Linear Organization.
- 50. Explain the elements of delegation of authority.
- 51. Explain any six characteristics of organising.
- 52. Explain the characteristics of direction (Any Six).
- 53. Discuss the Non-Financial incentives.
- 54. Is controlling an end activity of management? Why?
- 55. Explain the importance of financial management.
- 56. What are Treasury Bills? Explain.
- 57. Explain the difference between selling and marketing (Any three points).
- 58. Mention the characteristics of a 'Good Sales Man'.
- 59. State the include activities of public relation.

SECTION-E

- Answer the following 60 to 65 question in detail.
Each question carries 5 marks : (Any 4)
60. Define marketing management and explain its functions.
 61. Give the difference between Top and Middle level management. (Any five points)
 62. Discuss the types of planning.
 63. Explain the meaning and importance of staffing.
 64. State the difference between Training and Development.
 65. Explain the Maslow's hierarchy of needs with diagram.
- □ □

QUESTION PAPER-1 : SHORT ANSWERS**SECTION-A**

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. (A) Universal 2. (A) Functional level 3. (A) Result of experience 4. (C) function of choice 5. (D) Flexibility 6. (B) Functional 7. (C) Accountability 8. (B) Short and simple 9. (B) Selection 10. (D) All of them | <ol style="list-style-type: none"> 11. (C) rigid 12. (C) Net present value 13. (D) 1996 14. (C) Customer 15. (C) Market segmentation 16. (C) Rigid 17. (C) Four 18. (D) 1996 19. (B) Customer 20. (A) Making the goods consumable |
|---|---|

SECTION-B

21. "Management is the art of getting things done through others"
 22. Function of machinery layout and repairing was done at bottom level
 23. 'Master of Business Administration'
 24. Time study means scientific study being done for time required to complete certain part of the task.
 25. Capital expenditure budget, production cost budget, cash budget etc.
 26. The structure formed in order to enable delegation of authority and responsibility towards the people actively engaged for common goal is organizing .
 27. Accountability mean the delegated authority holder has to provide proper explanation and follow reporting process to the top level management
 28. - IQ Test - Aptitude Test
- Trade Test - Psychological Test
 29. The base of selection process is size and type of organization and kind of employees required.
 30. Workers get a definite proportion of profit in the form of money other than their salary. it is called profit sharing.
- □ □

Note

As per (According) to the changes made in 30% Objective Question and 70% Descriptive Question - Board Question Paper May 2021

(046) (E)

Organisation of Commerce & Management

(046) (E)

B.A.

BOARD - QUESTION PAPER-2

Standard-12

Time : 3 Hours

(046) (E)

Total Marks : 100

- Instructions :
- (1) This question paper contains **Five** sections and total **65** questions.
 - (2) All questions are compulsory. Options are internal.
 - (3) Figures to the right side indicate full marks for the questions.
 - (4) Answers should be written according to the instruction only.
 - (5) Start a new section on a new page.

SECTION-A

Answer the following 1 to 20 questions by selecting the correct option from the given options. (1 mark each) 20

If planning is the brain of business then what is organisation ?

- (A) Heart (B) Limbs (C) Structure (D) Blood

If employee does not get appropriate compensation then what rises ?

- (A) Labour turnover (B) Promotion of Labour
(C) Absence of Labour (D) Decline of Labour

Which of the following plans determines the objectives of business ?

- (A) Standing plan (B) Strategic plan
(C) Tactical plan (D) Single use plan

What can not be delegated from the following ?

- (A) Authority (B) Responsibility (C) Accountability (D) Work

_____ is the first stage of the controlling process.

- (A) Measuring performance
(B) Comparing actual performance against set standards
(C) Corrective action (D) Setting standards

How many types of capital structures are there ?

- (A) Two (B) Three (C) Four (D) Five

With whom has the foreign investment institution get registered ?

- (A) Company Registrar (B) Court
(C) Stock Exchange (D) SEBI

How many types of orders are there in purchase-sales of securities ?

- (A) Two (B) Three (C) Four (D) Five

What is to be done by promotion ?

- (A) increasing price (B) increasing sales
(C) increasing production
(D) making necessary changes in the product

In which court can the public interest litigation be filed ?

- (A) Criminal court (B) Civil court (C) District court (D) Supreme court

11. Which organisation is called Army Organisation?
 (A) Matrix (B) Functional (C) Linear (D) Informal
12. What is it called where authority is centrally delegated at higher management level?
 (A) Decentralisation (B) Centralisation
 (C) Decapitalisation (D) Transmission
13. 'The procedure upto obtaining candidates' applications is?
 (A) Recruitment function (B) Ordinary function
 (C) Advertisement function (D) Selection function
14. Which test is conducted to know the nature and self confidence of the employees?
 (A) IQ test (B) Trade test
 (C) Aptitude test (D) Psychological test
15. At which level of management, direction is required?
 (A) Bottom (B) Middle (C) Top (D) All of them
16. Which function of management is known as the father of controlling?
 (A) Organisation (B) Staffing (C) Planning (D) Directing
17. On which concept is the approach to the wealth maximization based?
 (A) Profitability (B) Cash flow
 (C) Social responsibility (D) Present value of wealth
18. Who regulates organized money market?
 (A) Reserve Bank of India (B) SEBI
 (C) State Bank of India (D) Financial Institutions
19. What is to be done by promotion?
 (A) increasing the price (B) increasing the sales
 (C) increasing the production (D) making necessary changes in the product
20. Which of the following is the function of a salesman in personal selling?
 (A) Presentation of product before the potential customer
 (B) Packing the product
 (C) Personal use of the product (D) Appointing new salesman

SECTION-B

- Answer the following questions from 21 to 30 in one and two sentences each. Each question carries 1 mark :
21. Give full form of I.I.M.
 22. State types of budget.
 23. What is accountability ?
 24. State the names of various types of test conducted for selection process.
 25. What are the modern means of communication ?
 26. What are the components of fixed capital ?
 27. When was Bombay Stock Exchange established ?
 28. Which is the first depository of India ?
 29. What is branding ?
 30. Give full name of F.E.M.A.

SECTION-C

Answer the following questions from 31 to 47 in brief.

Each question carries 2 marks : (Any 13)

26

31. Discuss various elements of price-mix.
32. What is "Rule of Thumb" ?
33. "Formal and informal organisations are complementary to each other." Explain.
34. Where is linear organisation more favourable ?
35. Explain the term "Waiting List".
36. What can be known through I.Q. and Aptitude Test ?
37. How does motivation help to reduce labour turnover rate ?
38. What is co-partnership ?
39. "Planning is the father of Controlling" - Explain.
40. What is production cycle ?
41. Stock exchange is a mirror indicating economic condition of the country. How?
42. What is dematerialisation ?
43. What is marketing-mix? What is included ?
44. State any two characteristics of a good salesman.
45. Write in brief about Public Interest Litigations. (PIL).
46. Which political factors are affecting business environment ?
47. What is privatisation ?

SECTION-D

Answer the following 48 to 59 questions to the point.

Each question carries 3 marks : (Any 8)

24

48. What are the functions of financial management ?
49. Give difference between middle and bottom level management (Any Six).
50. Discuss about Peter F. Drucker's contribution in management field.
51. Write a note on Matrix organisation.
52. Discuss the importance of Decentralisation.
53. Explain the importance of controlling (Any Six).
54. Give difference between Gross working capital and Net working Capital.
55. Give difference between Fixed capital and Working capital.
56. Write a short note on National Securities Depository Limited (NSDL).
57. Explain the factors affecting the price of a product.
58. Explain any six characteristics of branding?
59. State the include activities of public relation

SECTION-E

Answer the following 60 to 65 question in detail.

Each question carries 5 marks : (Any 4)

20

60. Explain the limitations of planning.
61. Give difference between training and development. (Any five points).
62. Explain the barriers to effective communication.

63. Discuss the importance of consumer protection from the viewpoint of a business.
64. Explain the rights of consumers as per the Consumer Protection Act.
65. Define motivation and Explain its characteristics/features.

□ □ □

QUESTION PAPER-2 : SHORT ANSWERS

SECTION-A

- | | |
|---|---|
| <p>1. (C) Structure</p> <p>2. (A) Labour turnover</p> <p>3. (B) Strategic plan</p> <p>4. (C) Accountability</p> <p>5. (D) Setting standards</p> <p>6. (C) Four</p> <p>7. (D) SEBI</p> <p>8. (A) Two</p> <p>9. (B) increasing sales</p> <p>10. (D) Supreme court</p> | <p>11. (C) Linear</p> <p>12. (B) Centralisation</p> <p>13. (A) Recruitment function</p> <p>14. (D) Psychological test</p> <p>15. (D) All of them</p> <p>16. (C) Planning</p> <p>17. (B) Cash flow</p> <p>18. (A) Reserve Bank of India</p> <p>19. (B) increasing the sales</p> <p>20. (A) Presentation of product before the potential customer</p> |
|---|---|

SECTION-B

21. Indian Institute of Management.
22. Sales budget, production budget, cash budget, production cost budget, capital expenditure budget.
23. The delegated authority holder has to provide proper explanation and follow reporting process to the top level management. This is known as accountability.
24. (i) IQ Test, (ii) Aptitude Test, (iii) Trade Test (iv) Psychological Test.
25. Telephone, Fax, Internet, Mobile phone, SMS, telex etc. are the modern means of communication.
26. Land, Building, Plant, machinery, vehicles, furniture etc. are components of fixed capital.
27. 9th July 1875.
28. National Securities Depository Limited (NSDL).
29. To distinguish own product from the products of competitor all producers use labels, name, logo, design or number, it is called branding.
30. Foreign Exchange Management Act.

□ □ □

Note

As per (According) to the changes made in 30% Objective Question and 70% Descriptive Question - Board Question Paper August 2020

(046) (E)	Organisation of Commerce & Management	(046) (E)
B.A.	BOARD - QUESTION PAPER-5	Standard-12
Time : 3 Hours	(046) (E)	Total Marks : 100

- Instructions :
- (1) This question paper contains **Five** sections and **65** questions.
 - (2) All questions are compulsory. Options are internal.
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 - (4) Answers should be written according to the instruction only.
 - (5) Start a new section on a new page.

SECTION-A

Answer the following 1 to 20 questions by selecting the correct option from the given options. (1 mark each) 20

- Which of the following is not included in any of the level of management ?
 (A) Supervisor (B) Jobber (C) Workers (D) Accountants
- Who is the promoter of scientific management ?
 (A) Luther Gulick (B) Fredrik Taylor
 (C) Henry Feyol (D) Peter F. Drucker
- What is precondition for successful planning ?
 (A) Long term (B) Short term (C) Organisation (D) Flexibility
- The Network framed naturally by human relations is called
 (A) Informal organisation (B) Linear organisation
 (C) Formal organisation (D) Matrix organisation
- Which function of management is known as father of controlling ?
 (A) Organisation (B) Staffing (C) Directing (D) Planning
- From which capital is dividend paid ?
 (A) Paid up capital (B) Authorised capital
 (C) Called up capital (D) Working capital
- Capital structure having proper ratio of equity and debt means
 (A) Optimum capital structure (B) Simple capital structure
 (C) Working capital structure (D) Equilibrium capital structure
- Who issues treasure bills on behalf of Indian Government ?
 (A) State Bank of India (B) Reserve Bank of India
 (C) Centreal Bank of India (D) Financial Institution
- In marketing Management _____ is at the centre.
 (A) product (B) production (C) customer (D) profit
- Every year _____ day is celebrated as World Consumer Rights Day.
 (A) 5th March (B) 15th March (C) 24th March (D) 31st March
- What is possible from the following due to departmentalization of work?
 (A) Specialisation (B) Planning (C) Co-ordination (D) Directing
- A person who is at bottom level and receives orders is called.
 (A) Superior (B) Project Manager (C) Subordinate (D) Officer

13. The procedure upto obtaining candidates' applications is
 (A) Selection function (B) Ordinary function
 (C) Advertisement function (D) Recruitment function
14. Which test decides the ability of the candidate?
 (A) IQ test (B) Aptitude test (C) Psychological test (D) Trade test
15. Which is the first needs as per Maslow's hierarchy of needs?
 (A) Physical needs (B) Safety needs (C) Social needs (D) Esteem needs
16. What should be done when the organization obtains better results than set standards?
 (A) Improve and set lower standards (B) Improve and set higher standards
 (C) No change in set standards (D) To remove standards
17. Which of the following statements is not true with reference to the concept of Net working capital.
 (A) Excess of current assets over current liabilities
 (B) Does not show the liquidity position of the company
 (C) Provides proper measurement for working capital
 (D) Increase in current liability does not increase Net working capital
18. Whose approval is to be obtained by stock exchange under securities contracts (Regulation) Act, 1956?
 (A) SEBI (B) Reserve Bank of India
 (C) Central Government (D) Finance Minister
19. What can happen because of excessive advertisement?
 (A) It raises price of the product
 (B) The product becomes more attractive
 (C) It improves quality of the product
 (D) The product is available everywhere
20. In public relation, an effort is made to create the positive environment among all the parties involved with the business towards the company.
 (A) This statement is true.
 (B) This statement is true only for the middlemen.
 (C) This statement is true only for the potential customers.
 (D) This statement is false.

SECTION-B

□ Answer the following questions from 21 to 30 in one and two sentences each. Each question carries 1 mark :

21. What is other name of middle level of management ?
22. Which plan determines the objectives of business ?
23. which organisation is called army organisation ?
24. Give full form of H.R.M.
25. Which needs are included in Physiological needs ?
26. Which type of shares must be issued by a company procuring capital fund by issuing securities ?
27. What is dematerialisation ?
28. By which name screen based trading of Bombay Stock Exchange is known ?
29. What do you mean by zero level distribution system ?
30. Give full form of GST.

SECTION-C

□ Answer the following questions from 31 to 47 in brief.
Each question carries 2 marks : (Any 13) 26

31. Management is an art - Explain.
32. Explain the Principle of Unity of Command.
33. Mention any four characteristics of formal organisation.
34. Explain the meaning of Accountability with suitable example.
35. State any two points of difference between Training and Development.
36. Mention the names of various types of tests conducted for selection process of employees.
37. Which activities are included in employees welfare activities and amenities ?
38. Mention the Maslow's hierarchy of needs with the help of a diagram.
39. Controlling is a constructive activity - Explain.
40. Explain any two points of difference between Gross working capital and New working capital.
41. What are the instruments of money market ?
42. What is meant by contract note in the purchase -sales procedure of securities ?
43. Explain the selling concept in marketing.
44. State any four functions of Labeling.
45. Write a note on the Principle of Trusteeship and Consumer protection.
46. Give full forms of WTO and GATT.
47. State any four positive effects of Globalisation.

SECTION-D

□ Answer the following 48 to 59 questions to the point.
Each question carries 3 marks : (Any 8) 24

48. State functions performed at the bottom level management.
49. Discuss the importance of Human Resource Management.
50. Into which six parts Henry Fayol divided his entrepreneur activities ? Clarify.
51. What is delegation of authority ? State its elements with the help of a diagram.
52. Describe six characteristics of informal organisation.
53. Explain any three points of the relation between Planning and Controlling.
54. Discuss the internal factors affecting the capital structure.
55. Discuss characteristics of working capital.
56. Explain any six functions of share market.
57. Explain in detail role of advertisement.
58. Define direction and explain its characteristics.
59. Explain the sales promotion techniques

SECTION-E

□ Answer the following 60 to 65 question in detail.
Each question carries 5 marks : (Any 4) 20

60. Explain process of planning.
61. What is recruitment ? Explain the external sources of recruitment (Any Four).
62. Explain Selection Procedure.

63. Distinguish between Formal and Informal communication.
64. Explain the rights of consumers according to the Consumer Protection Act.
65. Define direction and explain its characteristics.

□ □ □

QUESTION PAPER-5 : SHORT ANSWERS

SECTION-A

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. (C) Workers 2. (B) Fredrik Taylor 3. (D) Flexibility 4. (A) Informal organization 5. (D) Planning 6. (A) Paid up capital 7. (A) Optimum capital structure 8. (B) Reserve Bank of India 9. (C) Customer 10. (B) 15th March | <ol style="list-style-type: none"> 11. (A) Specialisation 12. (C) Subordinate 13. (D) Recruitment function 14. (D) Trade test 15. (A) Physical needs 16. (B) Improve and set higher standards 17. (B) Does not show the liquidity position of the company 18. (C) Central Government 19. (A) It raises price of the product 20. (A) This statement is true. |
|--|---|

SECTION-B

21. Middle level is other name as officer's level.
22. Strategic plan determines the objectives of business ?
23. Linear organization is called army organization.
24. Full form of H.R.M.....Human Resource Management
25. Basic needs include food, water, clothing shelter in physiological needs.
26. Equity shares type of shares must be issued by a company procuring capital fund by issuing securities.
27. Dematerialisation means conversion of physical securities in to electronic data through computer.
28. BOLT-BSE on line Trading type of shares must be issued by a company procuring capital fund by issuing securities.
29. Producer sells product through his own shop he means by zero level distribution system.
30. Full form of GST = Goods and Service Tax.

□ □ □

Note As per (According) to the changes made in 30% Objective Question and 70% Descriptive Question - Board Question Paper March 2019

(046) (E)	Organisation of Commerce & Management	(046) (E)
B.A.	BOARD - QUESTION PAPER-6	Standard-12
Time : 3 Hours	(046) (E)	Total Marks : 100

- Instructions :
1. This question paper contains **Five** sections and **65** questions.
 2. All questions are compulsory. There are internal options.
 3. Figures against the questions indicate marks.
 4. Answer the questions as per the given instructions.
 5. NEW section to be started from a new page.

SECTION-A

Answer the following 1 to 20 questions by selecting the correct option from the given options. (1 mark each) 20

1. What does management association frame for its own profession ?
 (A) Improper (B) Inconsistency
 (C) Decision (D) Code of conduct
2. Who is the promoter of Scientific Management ?
 (A) Peter F Drucker (B) Henry Fayol
 (C) Fredrick Taylor (D) Luther Gulick
3. Which of the following plans determines the objectives of business ?
 (A) Strategic plan (B) Standing plan
 (C) Single use plan (D) Tactical plan
4. From the following, what should be implemented to prepare future managers ?
 (A) Work Distribution (B) Decentralisation
 (C) Centralisation (D) Decapitalisation
5. Which function of management is known as the father of controlling ?
 (A) Planning (B) Organisation
 (C) Staffing (D) Directing
6. Excess of current assets over current liabilities means.....
 (A) Gross Working Capital (B) Equilibrium Working Capital
 (C) Negative Working Capital (D) Positive Working Capital
7. How many types of capital structures are, there
 (A) 5 (B) 4 (C) 3 (D) 2
8. In which year, Depository Act came into existence ?
 (A) 1992 (B) 1995 (C) 1996 (D) 1997
9. In marketing management, is at the centre.
 (A) Customer (B) Product (C) Production (D) Profit
10. In which court, can the public interest litigation be filed?
 (A) District Court (B) Civil Court
 (C) Criminal Court (D) Supreme Court
11. Art of getting work done from other is known as
 (A) Planning (B) Management (C) Directing (D) Co-ordinating

12. What is the method that puts knowledge easily into practice called?
 (A) Profession (B) Science (C) Art (D) Direction
13. Who is the promoter of Scientific Management?
 (A) Luther Gulick (B) Fredrick Taylor
 (C) Henry Fayol (D) Peter F Drucker
14. Mention first function of management
 (A) Planning (B) Directing (C) Organising (D) Controlling
15. What is pre-condition for successful planning?
 (A) Long term (B) Short term (C) Organisation (D) Flexibility
16. Who are included in top level management?
 (A) Experts (B) Workers
 (C) Departmental heads (D) Board of Directors
17. What does management association frame for its own profession?
 (A) Inconsistency (B) Improper
 (C) Code of conduct (D) Decisions
18. What was the promoter of Neo classical thought?
 (A) Harzburg (B) Elton Mayo
 (C) Henry Fayol (D) Fredrick Taylor
19. State the last step of planning process.
 (A) Evaluation of plan (B) Selection of best plan
 (C) Verification of planning (D) Determination of alternative
20. Which of the following plans determines the objectives of business?
 (A) Standing plan (B) Strategic plan
 (C) Trctical plan (D) Single use plan

SECTION-B

- Answer the following questions from 21 to 30 in one and two sentences each. Each question carries 1 mark :
21. What is the other name of Middle Level Management ?
22. State types of Budget.
23. What is called Delegation of Authority ?
24. Which test decides the ability of the candidates ?
25. Define : "Direction".
26. In which form, dividend can be paid to the shareholders as per government act?
27. Write the full form of CDSL and SEBI.
28. At what price treasury bills are issued
29. What is the role of BIS ?
30. At present, which act is prevalent for foreign exchange in India ?

SECTION-C

- Answer the following questions from 31 to 47 in brief. Each question carries 2 marks : (Any 13)
31. "Management is a Science." Explain.
32. What is "Rule of Thumb" ?

33. Represent process of delegation of authority diagrammatically only.
34. Represent Matrix Organisation structure with the help of a diagram only.
35. Explain the term "Waiting list".
36. "Training is expensive but its absence is more so". Explain the statement.
37. What do you mean by Informal Communication ?
38. Explain the meaning of Leadership.
39. How an internal process is controlled ?
40. State any four factors affecting the need of fixed capital.
41. What is Organised Money Market and Unorganised Money Market ?
42. What is the main difference between Call Money and Notice Money ?
43. Mention any four functions of Labelling.
44. Explain any four characteristics of a good salesman.
45. How the consumers are physically and mentally exploited ?
46. Which factors are included in business environment ?
47. Define "Privatisation".

SECTION-D

Answer the following 48 to 59 questions to the point.
Each question carries 3 marks : (Any 8)

24

48. Explain functions performed by Top Level Management.
49. Discuss the importance of human resource management.
50. Discuss any six principles of Henry Fayol.
51. Explain the steps for the process of organisation in brief.
52. Explain the meaning of linear organisation with the help of a diagram.
53. Discuss the relation between Planning and Controlling.
54. Distinguish between Fixed Capital and Working Capital.
55. Write the characteristic of money market.
56. What is the role of advertisement?
57. Explain any three factors that affect pricing.
58. Define Globalisation and discuss any four negative effects of Globalisation.
59. Explain the sales-promotion techniques.

SECTION-E

Answer the following 60 to 65 question in detail.
Each question carries 5 marks : (Any 4)

20

60. Define Planning and discuss the characteristics of planning.
61. State the sources of recruitment and discuss the external sources in detail.
62. Discuss the process of Selection.
63. Discuss the financial and non-financial incentives in brief.
64. Write the meaning of consumer protection and discuss the rights of consumer.
65. Discuss the importance of consumer protection.

QUESTION PAPER-6 : SHORT ANSWERS

SECTION-A

- | | |
|---------------------------------|----------------------------|
| 1. (D) Code of conduct | 11. (B) Management |
| 2. (C) Fredrick Taylor | 12. (C) Art |
| 3. (A) Strategic plan | 13. (B) Fredrick Taylor |
| 4. (B) Decentralisation | 14. (A) Planning |
| 5. (A) Planning | 15. (D) Flexibility |
| 6. (D) Positive Working Capital | 16. (D) Board of Directors |
| 7. (B) 4 | 17. (C) Code of conduct |
| 8. (C) 1996 | 18. (B) Elton Mayo |
| 9. (A) Customer | 19. (A) Evaluation of plan |
| 10. (D) Supreme Court | 20. (B) Strategic plan |

SECTION-B

21. Management is the order name of middle level management of officers level.
22. Types of Budget : Capital expenditure budget, sales budget, production budget, production cost budget, cash budget, etc.
23. Delegate power is to enable the other person to have power for doing the task well.
24. Trade test decides the ability of the candidates.
25. Direction is the executive function of guiding and observing subordinates.
26. As per companies Act, dividend can be paid in cash or cheque on paidup capital of share.
27. **CDSL** : Central Depository Services (India) Ltd.
SEBI : Securities and Exchange Board of India.
28. Treasury bills are issued at discount and redeemed at per.
29. **Role of BIS** : Industrial production gradation of product.
30. **FEMA** : Foreign Exchange Management Act.

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Note As per (According) to the changes made in 30% Objective Question and 70% Descriptive Question - Board Question Paper July 2018