

- c) Aptitudes
d) Skills and abilities

10. Staffing is _____ function [1]
a) Managerial Function
b) Planning
c) Budget
d) Top Level Function

11. Under which style of leadership there is no delegation of authority? [1]
a) Laissez Faire
b) Autocratic
c) Democratic
d) None of these

12. Two way communication technique is used under _____ [1]
a) Democratic style
b) Autocratic style
c) Laissez Faire
d) None of these

13. What will be the corrective action for defective material? [1]
a) None of these
b) Change in Quantity
c) Change in Quality Specifications of the material used
d) Change in Price

14. What is the first step in controlling process? [1]
a) Measurement of actual performance
b) Analysing deviations
c) Comparing actual performance with standards
d) Setting performance standards

15. Borrowed funds refer to the _____ [1]
a) Debentures
b) All of these
c) Public Deposits
d) Long term loans

16. Financial planning arrives at: [1]
a) ensuring that the firm faces neither a shortage nor a glut of unusable funds
b) doing only what is possible with the funds that the firms has at its disposal
c) entering that the firm always have significantly more funds than required so that there is no paucity of funds
d) minimising the external borrowing by resorting to equity issues

17. A commercial bill is used to _____ [1]
a) Meet the short term debt
b) Meet the long term debt
c) Pay the interest
d) Finance the working capital requirements

18. OTCEI was started on the lines of: [1]
a) NSE
b) NYSE
c) NASDAQ
d) NASDAQ

19. Which of the following is a brand name? [1]
 - a) All of these
 - b) Asian Paints
 - c) Nike
 - d) Woodland
20. Which of the following factor affects the price determination? [1]
 - a) Product cost
 - b) All of these
 - c) Demand
 - d) Government and legal regulations
21. Mrs. Anu Arora bought a recliner from an online store for Rs.50,000 as a birthday gift for her son. Inspite of paying the full price of the product online the recliner was not delivered at her residence on the due date. When all her efforts to persue the matter with the store over a period of one month failed, she filled a case in the District Forum. The District Forum held that Mrs. Anu Arora had established deficiency of service by the store as there was delay in handling over physical possession of the recliner and was entitled to compensation. In context of the above case:
 - a. Identify and explain the two consumer rights which are being discussed above.
 - b. State any one other relief for which the court may give directions to the store besides the ones stated above.[3]
22. Stae any five points reflecting the nature of management principles. [3]
23. Rahul, a worker is given a target of assembling two computers per day. Due to his habit of doing things differently, an idea struck him which would not only reduce the assembling time of computers but would also reduce the cost of production of the computers. Rahul's supervisor instead of appreciating him ordered him to complete the work as per the methods and techniques decided earlier as nothing could be changed at that stage. The above paragraph describes one of the limitations of the planning function of management. Name and explain that limitation [3]
24. Name and explain the two steps in the process of organizing which come after 'Identification and division of work' and 'Departmentalization'. [3]
25. David and Tom are managers in the same organization heading different units. While discussing about the functions of management, David says that "Planning is looking ahead whereas controlling is looking back". But Tom says" You are wrong because planning is looking back whereas controlling is looking ahead". Both are giving reasons in favour of their statements. Explain the possible reasons given by both and justify who is correct. [3]

28. Rishitosh Mukherjee has recently joined AMV Ltd, a company manufacturing refrigerators. He found that his department was under-staffed and other departments were not cooperating with his department for smooth functioning of the organisation. Therefore, he ensured that his department has the required number of employees and its cooperation with other departments is improved. [4]
- i. Identify the level at which Rishitosh Mukherjee was working.
 - ii. Also state three more functions required to be performed by Rishitosh Mukherjee at this level.

Section C

29. Mr Naresh recently completed his MBA from one of the Indian Institutes of Management in Human Resource Management. He has been appointed as Human Resource Manager in a Truck, Manufacturing Company. The company has 1,500 employees and has an expansion plan in hand that may require additional 500 persons for various types of jobs. Mr Naresh has been given the complete charge of the company's Human Resource Department. List out the specialised activities that Mr Naresh is supposed to perform as the Human Resource Manager of the company. [5]

OR

Karan Nath took over 'D' north Motor Company' from his ailing father three months ago. In the past, the company was not performing well. Karan was determined to improve the company's performance. He observed that the methods of production, as well as selection of employees in the company, were not scientific.

He believed that there was only one best method to maximise efficiency. He also felt that once the method is developed, the workers of the company should be trained to learn that 'best method'. He asked the Production Manager to develop the best method and carry out the necessary training. The Production Manager developed this method using several parameters right from deciding the sequence of operations, place for men, machines and raw materials till the delivery of the product to the customers. This method was implemented throughout the organisation. It helped in increasing the output, improving the quality and reducing the cost and wastage. Identify and explain the principles and the technique of scientific management followed by the Production Manager in the above case.

30. What is meant by divisional structure of organisation? State its advantages. [5]

OR

Explain any five functions of stock exchange.

31. Computer Tech Ltd. is one of the leading information technology outsourcing services providers in India. The company provides business consultancy and outsourcing services to its clients. Over the past five years the company has been paying dividends at high rate to its shareholders. However, this year, although the earnings of the company are high, its liquidity position is not so good. Moreover, the company plans to undertake new ventures in order to expand its business. [5]
- In the context of the above case:
- a. Give any three reasons because of which you think Computer Tech Ltd. has been paying dividends at high rate to its shareholders over the past five years.

- b. Comment upon the likely dividend policy of the company this year by stating any two reasons in support of your answer.

Section D

32. Explain the following as factors affecting the requirements of working capital **[6]**

- i. Business cycle
- ii. Operating efficiency
- iii. Availability of raw material
- iv. Level of competition

OR

Determining the overall cost of capital and the financial risk of the enterprise depends upon various factors. Explain any five such factors.

33. “Leadership is considered as the most important element of the directing function of management”. In the light of this statement, explain the importance of leadership. **[6]**

OR

What is meant by communication? Explain how communication is an important function of management.

34. Management is considered to be both an art and science. Explain. **[6]**