

1. "An organization consists of diverse individuals with different needs." Which feature of management is highlighted? (1)
2. "Due to the enforcement of Euro – IV emission norms, an automobile company had to phase out one of its model." Identify and state the dimension of environment highlighted in the given statement. (1)
3. Give any one reason why management principles are required? (1)
4. Why is it said that recruitment is a positive step in the process of staffing? (1)
5. What does the term 'Span of management' refer to? (1)
6. Name the type of plan which is time bound and linked with measurable outcome. (1)
7. Which kind of relationship is shown by organization structure? (1)
8. How does staffing help in optimum utilization of the human resources? (1)
9. How does efficient management help in development of Society? (3)
10. "Authority can be delegated but responsibility cannot." Explain this statement in brief. (3)
11. Differentiate between Policy and Procedure by giving a suitable example. (3)
12. Explain 'Increasing Competition' and 'More demanding customers' as impact of Government policy changes on Business and Industry. (3)
13. "Now a days, people of various nationalities work together in a discrimination free environment, like India-born Indra Nooyi is the CEO of Pepsi." Identify and mention any two positive effects of management principle highlighted in the given statement. (3)
14. "External sources of recruitment are considered better than Internal sources." Give any four reasons in support of this statement. (4)
15. Explain when and why the need is felt for having a framework, within which managerial and operating tasks are performed to accomplish desired goals. Name this framework also. (4)
16. Which type of plan is highlighted in each of the following statements? (4)
 - i) 10% of the jobs are reserved for women in every department.
 - ii) A discount of 10% will be offered to all the customers buying goods worth Rs. 20,000/- and more.
 - iii) Strict penal actions against anyone who uses office stationery for personal use.
 - iv) They are ends which the management seeks to achieve through its operations.
17. Explain briefly the importance of Business Environment. (4 points) (4)

18. M/s Smart Industries asked its employees to work overtime in order to meet growing demand of its product. However, the employees were not paid overtime wages for extra time worked by them. It made the employees dissatisfied and resulted in unhealthy relationship between the employees and management.
- i) Identify the Fayol's principle not observed by Smart Industries.
 - ii) Mention two other probable adverse consequences of not paying overtime wages to the employees.
 - iii) Highlight the value disregarded in this act of management. (4)
19. What is meant by 'Business Environment'? Explain 'Dynamic Nature' and 'Uncertainty' as features of Business Environment? (4)
20. Briefly explain the steps involved in the process of Staffing. (5)
21. "Effective Delegation leads to certain benefits in an organization". Explain any five such benefits. (5)
22. In spite of best efforts of managers, sometimes Planning fails to achieve desired result due to its limitations. Explain any five limitations of Planning. (5)
23. What is meant by 'Formal Organization'? Explain any three advantages and two limitations of 'Formal Organization'.
(OR)
With the help of a diagram, give the meaning of 'Divisional Structure'. Explain any three advantages of this structure. (6)
24. "Co-Ordination is not a separate function of management. It is the essence of management." Explain with the help of suitable example.
(OR)
Success of an organization largely depends upon its management. Explain any five reasons to support your answer. (6)
25. Explain briefly the followings:-
a) Selection Test b) Training & Development
(OR)
Which function of management helps in obtaining right people and putting them on the right jobs? Explain any five points of importance of this function. (6)