

General Instructions:

Read the following instructions very carefully and strictly follow them:

- i) This question paper contains 34 questions. All questions are compulsory.
- ii) Marks are indicated against each question.
- iii) Answers should be brief and to the point.
- iv) Question No. 1-20 carry 1 mark each.
- v) Question No. 21-24 carry 3 marks each.
- vi) Question No. 25-30 carry 4 marks each.
- vii) Question No. 31-34 carry 6 marks each.

1. A manager applies the existing theoretical knowledge in his own unique manner. This reflects that management is : 1
 - (a) Universally Applicable
 - (b) A science
 - (c) An Art
 - (d) Pervasive
2. Management translates the works to be carried out in terms of goals to be achieved and assign the means to achieve it. This statement relates to _____. 1
 - (a) Management of Work
 - (b) Management of People
 - (c) Management of Operation
 - (d) All of the Above
3. The growing awareness about healthcare led to an increase in the demand for healthcare product and services in the country. Identify the feature of Business Environment being discussed in the above case. 1
 - (a) Dynamic Nature
 - (b) Uncertainty
 - (c) Relativity
 - (d) Interrelatedness
4. The authority-responsibility relationship that exist within the organization give rise to 1
 - (a) Different Functions within the organization
 - (b) Different levels of the organization
 - (c) Management is a multi-dimensional activity
 - (d) Management is a group activity.
5. The principle of Pure Science is considered to be _____ in nature. 1
 - (a) Flexible
 - (b) Rigid
 - (c) Creative
 - (d) None of the Above
6. Name the level at which the managers are responsible for implementing and controlling the plans and strategies of the organization. 1
 - (a) Middle Level
 - (b) Top Level
 - (c) Lower Level
 - (d) All Levels
7. One of Taylor's technique overlook the principle of 'Unity of Command' advocated by Fayol is: 1
 - (a) Differential piece wage system
 - (b) Fatigue Study
 - (c) Standardization of work
 - (d) Functional foremanship
8. Which one of these source of recruitment has the disadvantage of bringing a flood of response from unsuitable candidates? 1
 - (a) Employment Exchange
 - (b) Recommendation of Employees
 - (c) Labour Contractors
 - (d) Advertisement
9. Mohammad Kanjiwal, a bee-keeper since April 2021 is now part of growing tribe of atleast 50 urban dwellers across Maharashtra raising bees and harvesting honey in their balconies, rooftops and back gardens. As he had been focused on eating right the thought of domesticating honey bees to promote healthy consumption habit and seeing honey being cultivated right before his eyes was mesmerizing for him. Identify the factor constituting the general environment being discussed above. 1
 - (a) Economic Environment
 - (b) Social Environment
 - (c) Technological Environment
 - (d) Political Environment

20. In the job application form for the post of Production Manager, Ketan had given details of his present employer. The company contacted the General Manager of his present company to establish Ketan's credibility. Identify the step in selection process being described in the above lines. 1
- (a) Job offer (b) Contract of employment
(c) Reference and background checking (d) Selection decision
21. How does informal organisation support the formal organisation? 3
22. Explain briefly any three merits of external sources of recruitment. 3
23. Explain briefly principle of initiative and principle of unity of direction.
(OR)
Explain briefly Functional Foremanship with diagram. 3
24. Explain briefly Political Environment and Legal Environment of Business.
(OR)
Explain briefly relativity and interrelatedness as a feature of Business Environment. 3
25. (a) Identify and Explain the following:
(i) It is deliberately designed by the Top Level Management.
(ii) This Structure is formed on the basis of Function.
(OR)
(b) Explain any four demerits of divisional structure. 4
26. (a) Having transformed 25 Kirana stores across 8 cities into virtual supermarkets, the startup Quick Bizz further decided to advance, to collaborate with 15,000 – 20,000 store owners in top 30 cities of the country by the end of this year. The company has set its eye on digitization over 1,00,000 Kirana stores over next 18-24 months.
i) Identify and explain the step in the process of one of the functions of management discussed above.
ii) Also explain the last step to be performed by Quick Bizz as part of the process.
(OR)
(b) In an attempt to cope with Reliance Jio's onslaught in 2018, market leader, Bharti Airtel has refreshed its 149 prepaid plan to offer 2 GB of 3G/5G data per day, twice the amount it offer earlier. Name the type of plan highlighted in the given example. State its two dimensions also. 4
27. Mr. Jay and Mr. Vijay are both managers of HTL Ltd. Mr. Jay is the CEO of the company and Mr. Vijay is Branch Manager at HTL Ltd. They managed the enterprise at different levels. At Which level of Management are they working in HTL Ltd.? State any three functions which they must be performing at HTL Ltd. 4
28. In a formal organization, a worker cannot directly contact the CEO of the company. If at all he has to, then all the former levels, that is Foreman, superintendent, manager, director etc. have to know about the matter. However, in an emergency it can be possible that a worker can contact the CEO directly.
(a) Identify and State the Principle of Management highlighted above.
(b) State the device that can be used in an emergency, a worker can contact the CEO directly. 4
29. The Govt. of India has recently come up with an amendment to Section 6 of the Payment of Wages Act 1936, to allow employers of certain industries to make payment through various electronic modes of payment. The amendment will be applicable to all the public sector undertaking for wages disbursement using E-Payment options. This is another milestone in the direction to further push to cashless economy.
Identify and explain any two dimension of Business Environment which relates to the above case. 4

30. Ramesh, the director of a garment company, is planning to manufacture bags for the utilization of waste material from one of his garment units. He has decided that this manufacturing unit will be set up in a rural area of Bilaspur where people have very few job opportunities and labour is available at very low rates. He has also thought of giving equal opportunities of men and women. For this he wants 4 different heads for sales, accounts, purchase and productions. He gives an advertisement and shortlist ten candidates per post after conducting different selection tests. Identify and state the next three steps for choosing the best candidates out of the candidates shortlisted. 4
31. Explain briefly steps involved in the Staffing Process.
(OR)
Explain briefly the importance of staffing. 6
32. Name and explain methods of recruitment in the following cases:
(a) A company gets applications on and off even without declaring any vacancy. However as and when the vacancy arises, the company makes use of such applications.
(b) Casual vacancies of unskilled or semi-skilled jobs when there is a rush of order or when permanent workers are absent.
(c) Recruitment by which most of the senior positions of the industry as well as commerce are filled.
(OR)
Explain briefly on the job methods of training. 6
33. "Failing to plan is planning to fail." Comment. 6
34. Voltage fluctuations have been common and quite high in India. They harm our electrical appliances like televisions, refrigerators and air conditioners, often leaving them in a permanently damaged condition. N-Guard Company decided to manufacture stabilizers for North India where the voltage fluctuation changes from 220V to 230V. Once the demand from North India was taken care of, they decided to launch stabilizers of varying voltages from 90V – 260V for meeting the requirements of voltage fluctuations in other regions of India also. Three engineers were appointed for South, West and East regions of India, as the voltage was different in all the three regions. Though all the engineers were appointed to manufacture stabilizers but the product differed from region to region.
a) identify the organization structure of N-Guard Company.
b) State any two advantages and three disadvantages of the structure identified in the above para. 6