

(046) (E)	Organisation of Commerce & Management	(046) (E)
B.A.	BOARD QUESTION PAPER-2	Standard-12
Time : 3 Hours	MARCH 2019	Total Marks : 100

- Instructions :** (1) This question paper contains Five sections and 49 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

- Question nos from 1 to 10 are multiple choice questions. Each question contains for options select the correct one from the options. (A,B,C,D) and rewrite each question 1 mark. 10
- 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

SECTION-B

♦ Question nos. from 11 to 20 are very short answer type questions. Answer each of them in about 1 to 10 words. Each question carries 1 mark : 10

11. What is other name of middle level of management ?
12. Which plan determines the objectives of business ?
13. which organisation is called army organisation ?
14. Give full form of H.R.M.
15. Which needs are included in Physiological needs ?
16. Which type of shares must be issued by a company procuring capital fund by issuing securities ?
17. What is dematerialisation ?
18. By which name screen based trading of Bombay Stock Exchange is known ?
19. What do you mean by zero level distribution system ?
20. Give full form of GST.

SECTION-C

♦ Question nos. from 21 to 35 are short answer type questions. Answer each of them in about 30 words. Each question carries 2 mark : 30

21. Management is an art - Explain.
22. Explain the Principle of Unity of Command.
23. Mention any four characteristics of formal organisation.

OR

Explain the meaning of Accountability with suitable example.

24. State any two points of difference between Training and Development.
25. Mention the names of various types of tests conducted for selection process of employees.
26. Which activities are included in employees welfare activities and amenities ?
27. Mention the Maslow's hierarchy of needs with the help of a diagram.
28. Controlling is a constructive activity - Explain.
29. Explain any two points of difference between Gross working capital and New working capital.
30. What are the instruments of money market ?

OR

What is meant by contract note in the purchase -sales procedure of securities ?

31. Explain the selling concept in marketing.
32. State any four functions of Labeling.
33. Write a note on the Principle of Trusteeship and Consumer protection.
34. Give full forms of WTO and GATT.
35. State any four positive effects of Globalisation.

SECTION-D

- ♦ Question nos. from 36 to 45 are short answer type questions. Answer each of them in about 50 words. Each question carries 3 mark : 30

36. State functions performed at the bottom level management.
37. Discuss the importance of Human Resource Management.
38. Into which six parts Henry Fayol divided his entrepreneur activities ? Clarify.
39. What is delegation of authority ? State its elements with the help of a diagram.
40. Describe six characteristics of informal organisation.
41. Explain any three points of the relation between Planning and Controlling.
42. Discuss the internal factors affecting the capital structure.

OR

Discuss characteristics of working capital.

43. Explain any six functions of share market.
44. Explain in detail role of advertisement.

OR

Explain in brief any six sales promotion techniques.

45. Explain the importance of business environment.

SECTION-E

- Question nos. from 46 to 49 are long answer type questions. Answer each of them in about 100 words. Each question carries 5 mark : 20

46. Explain process of planning.
47. What is recruitment ? Explain the external sources of recruitment (Any Four).

OR

Explain Selection Procedure.

48. Distinguish between Formal and Informal communication.
49. Explain the 3 tier dispute settlement system according to Consumer Protection Act.

OR

Explain the rights of consumers according to the Consumer Protection Act.

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