

**Instructions-**

- ( i ) All questions are compulsory.
- ( ii ) Read the instructions of question paper carefully and answer the questions.
- ( iii ) There are two sections-Section-A and Section-B in the question paper.
- ( iv ) In Section-A Q. Nos. 1 to 5 are objective type which contain. Fill in the blanks, True/False, Match the columns, One word answer and Choose the correct answers, Each question is allotted 5 marks.
- ( v ) Internal options are given in all Q. Nos. 6 to 24 in Section-B.
- ( vi ) Q. Nos. 6 to 10 carry 2 marks each and answer should be given in 30 words each.
- ( vii ) Q. Nos. 11 to 17 carry 4 marks each and answer should be given in 75 words each.
- ( viii ) Q. Nos. 18 to 22 carry 5 marks each and answer should be given in 120 words each.
- ( ix ) Q. Nos. 23 and 24 carry 6 marks each and answer should be given in 150 words each.

**Section-A ( Objective Type Questions )**

- Q.1. Fill in the blanks. 5
- (i) Planning is a ..... functions of management.
  - (ii) India formulated the policy of new economic reforms in .....
  - (iii) A budget is always expressed in ..... terms.
  - (iv) Investment in land and building represents ..... capital.
  - (v) The language of complaint letter should be .....

Q.2. Write each answer in one word/one sentence- 5

- (i) What is meant by systematised body of knowledge?
- (ii) What type of process planning is called?
- (iii) Which is the life blood of business?
- (iv) Which instrument is issue at discount?
- (v) What type of proof a business letter serve?

Q.3. Match the columns-

“A”

“B”

- |                                     |   |
|-------------------------------------|---|
| (i) Father of management            | (a) The first step of controlling process |
| (ii) Manpower planning              | (b) at Mumbai                             |
| (iii) Establishment of standards is | (c) is the soul of business               |
| (iv) The head office of SEBI is     | (d) size and structure of staff           |
| (v) Correspondence                  | (e) Henry Fayol                           |

Q.4. Select the correct answer in the following- 5

- (1) Management principles are-
  - (i) Static
  - (ii) Dynamic
  - (iii) Rigid
  - (iv) Exact
- (2) Topographical conditions of a country are related to
  - (i) Economic Environment
  - (ii) Physical Environment
  - (iii) Legal Environment
  - (iv) Cultural Environment
- (3) Training gives emphasis on-
  - (i) Theoretical Education
  - (ii) General knowledge
  - (iii) All round knowledge
  - (iv) Practical knowledge
- (4) Controlling process is-
  - (i) A continuous activity
  - (ii) Occasional activity
  - (iii) Initial activity
  - (iv) Planning activity
- (5) Fixed capital is used of acquire-
  - (i) All types of Assets
  - (ii) Current Assets
  - (iii) Fixed and Permanent Assets
  - (iv) Raw Materials

Q.5. Answer the following in True or False- 5

- (i) Objectives should not be time bound.
- (ii) Staffing is not a continuous process.
- (iii) Controlling is not an important process of management.

- (iv) Financial Management is not a part of general management.  
(v) Capital Market is an Organised Market.

**Section-B ( Very Short Answer Type Questions )**

- Q.6. Discuss the special features of Privatisation. (Any Two) 2  
(Or) State the elements of international environment. (Any Two)
- Q.7. Write two elements of globalisation. 2  
(Or) State the objective of globalisation. (Any Two)
- Q.8. State the elements of advanced technology. (Any Two) 2  
(Or) For which industries licence is essential under new economic policy.  
(Any Two)
- Q.9. Write Two Functions of labelling. 2  
(Or) What are the advantages of advertisement in newspapers? (Any  
Two)
- Q.10. Write any two rights of consumers. 2  
(Or) What sort of precautions should be observed by consumers? (Any  
Two)

**( Short Answer Type Questions )**

- Q.11. State any four characteristics of informal organisations. 4  
(Or) Distinguish between formal and informal organisation. (Any four)
- Q.12. What is the distinction between delegation of authority and  
decentralisation? (Any four) 4  
(Or) Give a chart of functional organization structure.
- Q.13. Write the functions of a supervisor. (Any four) 4  
(Or) Write the difference between monetary and Non-monetary  
Motivation. (Any four)
- Q.14. Give your suggestions for removing barriers of effective  
communication. (Any four) 4  
(Or) State four essentials of Sound Motivation System.
- Q.15. Write any four characteristics of an ideal financial plan. 4  
(Or) How does nature of business determine the working capital? (Any  
four)

- Q.16. State the essentials of a good branding. (Any four) 4  
(Or) Distinguish between branding and trade mark. (Any four)
- Q.17. Discuss the responsibilities of consumers. (Any four) 4  
(Or) Discuss the importance of consumer protection. (Any four)

**( Long Answer Type Questions )**

- Q.18. Discuss the characteristics of planning. (Any five) 5  
(Or) Distinguish between policies and procedure. (Any five)
- Q.19. Briefly discuss the process of selection. (Any five) 5  
(Or) Write difference between selection and recruitment. (Any five)
- Q.20. Write any five characteristics of controlling. 5  
(Or) Discuss any five points of importance of controlling.
- Q.21. Discuss the functions of stock exchange. (Any five) 5  
(Or) Distinguish between Capital Market and Money Market. (Any five)
- Q.22. Discuss any five qualities of a good business letter. 5  
(Or) Write a letter of complaint to Railway Authority Claiming a loss of worth Rs. 10,000 for goods damaged in transit sent by a merchant of chhindwara.
- Q.23. Discuss the characteristics of management. (Any six) 6  
(Or) Discuss the importance of management in India. (Any Six)
- Q.24. Discuss the significance of Management Theories. (Any Six) 6  
(Or) Distinguish between time study and motion study. (Any Six)