CHETANA'S JUNIOR COLLEGE OF COMMERCE & ARTS SYJC PRELIMINARY EXAMINATION 2021-2022

SUBJECT: - ORGANISATION OF COMMERCE & MANAGEMENT
MARKS: 80 TIME: - 03 HRS SESSION - I

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- i) All questions are compulsory.
- ii) Figures to the right indicate full marks for the questions.
- iii) Figures to the left indicate question numbers.
- iv) Answer to every question must be started on a new page.

Q.1 A) Select the correct option & rewrite the sentences: (05)

2. Scalar chain means the hierarchy of from the top level to the lower level for the purpose of communication.

a) discipline

b) unity

c) authority

3. In India, the consumer protection act was initiated in the year

a) 1947

b) 1989

c) 1986

4. The functions of management end with

a) directing

b) staffing

c) controlling

5. Principle of is not applicable to life insurance.
a) insurable interest b) utmost good faith c) indemnity

Q1.B) Match the Pairs.

(05)

Group "A"	Group "B"	
a. Digital Cash	 Modern Management 	
b. Employees	2. Time utility	
c. Henry Fayol	Scientific Management	
d. Consumer Right	exist only in cyberspace	
e. Warehousing	5. Job security	
	Right to Information	
	7. BPO	
	8. Bank to Consumers	
	9. Payment of Taxes	
	10. Time Study	

Q1.C) State whether following statements are true or false.

(05)

- 1. Qualified, efficient and skilled work force is always an asset of the organization.
- 2. Each member of organization should receive orders only from one superior.
- 3. Lok Adalat can rightly be described as "People's Court".
- 4. Current Account is opened by salaried persons.
- 5. Owners should not get complete and accurate information about the financial position.

Q1.D) Find the odd one.

(05)

- 1. Timely payment of taxes, Earning foreign exchange, Creating goodwill, Political stability.
- 2. Primary Credit Co-operative Society, State Co-operative Bank, District Co-operative Bank, Exchange Bank.
- 3. District Judge, High Court Judge, Commissioner, Supreme Court Judge
- 4. Principle of Authority and Responsibility, Motion Study, Principle of Division of Work, Principle of Discipline.
- 5. Price, People, Promotion, Product

Q2. Explain the following terms / concepts: (any 04)

(80)

- 1. Social responsibility
- 2. Directing
- 3. Janhit Yachika
- 4. Place Concept of Market
- 5. Agro- tourism
- 6. Insurance

Q.3 Study the following case / situation and express your opinion: (any02) (06)

1. In ABC Company, Mr. Satish gives instructions to the employees working under him, provide guidance and motivates them for their best performance. On the other hand Mr.Sahil takes effort to harmonize the work done by the employees of different departments while achieving organizational goal. Mr.Dinesh is looking after the arrangement of required resources to the business organization.

Mention the name of employee engaged in following functions:

- a) Organization b) Direction c) Coordination
- 2. Mr. Vijay visited a shop to buy a pair of shoes of Rs. 700. The salesman forced him to buy a pair of bigger size shoes of ordinary company by claiming this size would be suitable to him. After reaching home, he discovered that shoes are still too big for him. He complained about the shoes to the shopkeeper. It was denied by the shopkeeper to replace the shoes despite of availability of stock.

In above case

- a) Which right has been violated?
- b) Comment on the right which has been violated.
- c) Where can Mr. Vijay file his complaint?
- 3. Mr. Ram is young MBA degree holder, Mr. Shyam is B.Com graduate. Mr. Ram is willing to start dairy farm at his village. Mr. Shyam is willing to work as cashier in Private Company.
 - a) Find out dream of Ram and Shyam.
 - b) State anyone feature of Entrepreneur.
 - c) State anyone function of Entrepreneur.

Q.4 Distinguish Between: (any03)

(12)

- 1. Life Insurance and Fire Insurance
- 2. State Commission and National Commission
- 3. Savings Account and Current Account
- 4. Co-ordinating and Controlling

Q.5 Answer in Brief: (any02)

(08)

- 1. State responsibilities of business towards Government.
- 2. What is KPO? Explain in detail.
- 3. Explain any five principles of management of Henry Fayol.

Q.6 Justify the following Statements: (any02)

(80)

- 1. Management principles are helpful in optimum utilization of resources.
- 2. The Consumer Protection Act was passed in the interest of consumers.
- 3. Organizing facilitates administration as well as operation of the organization.
- 4. There is a need of branding to get recognition among the consumers.

Q.7 Attempt the following: (any02)

(10)

- 1. What are the functions of warehouses?
- 2. What are the advantages and disadvantages of e-business?
- 3. Explain importance of marketing to the firm.

Q.8 Answer the following: (any01)

(80)

1. Define bank. Explain different types of banks.

OR

2. Explain in detail 7Ps of Marketing.