

Q.3 Study the following case/ situation and explain your opinion. (Any2 out of 3)

[Each 3 Marks]

6

1. Mr. Harshad is an entrepreneur and engaged in production of eco-friendly utensils. Both male and female employees are working in his factory. All male employees are directly working on machines whereas female employees are working in Packaging Department. Mr. Sharath is working as Finance Manager while Mrs. Naina is working as HR Manager who is responsible for recruiting employees in the factory.

On this basis: (1). Identify any one principle of management in above case.

(2). What is the designation of Mrs. Naina in this organization?

(3). Who is responsible for overall planning of the organization?

(1). Identify any one principle of management in above case.

Ans: - Principle of Division of Work is identified in above case.

(2). What is the designation of Mrs. Naina in this organization?

Ans: - Mrs. Naina is working as HR Manager.

(3). Who is responsible for overall planning of the organization?

Ans: - Mr. Harshad, an entrepreneur is responsible for overall planning of the organization.

2. Mr. Ram, an emerging entrepreneur has designed a structure of his business organization by taking into consideration the required resources such as land, money, machinery, workforce, etc. for his new business. He appointed Mr. Shyam as a manager. Mr. Ram has assigned the responsibilities such as recruitment, selection, training, and development and to determine the remuneration of the employees to Mr. Shyam. Mr. Ram has also appointed Mr. Shubham to supervise the work done by the employees according to the standards given to the employees. Mr. Shubham has also to suggest the remedies to the employees wherever necessary. In this context, find out the management functions performed by: [OCT.-2021]

(a) Mr. Ram

(b) Mr. Shyam

(iii) Mr. Shubham

Ans: - (i) Mr. Ram performs Planning function.

(ii) Mr. Shyam performs Staffing function.

(iii) Mr. Shubham performs Controlling function.

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

Mention the name of employee engaged in following functions:

(i) Organization (ii) Direction (iii) Co-ordination

Ans: - (i) Mr. Desai is engaged in Organizing function..

(ii) Mr. Lele is engaged in Directing function..

(iii) Mr. Sayyed is engaged in Co-ordination function.

4. Mr. Soham is young MBA (Management of Business & Administration) degree holder, Mr. Navin is B.Com graduate. Mr. Soham is willing to start dairy farm at his village. Mr. Navin is willing to work as cashier in Private Company.

i) Find out dream of Soham and Navin.

Ans: - Dream of Soham is to become entrepreneur whereas dream of Navin is willing to take a job as a Cashier in Private company.

ii) State anyone feature of Entrepreneur.

Ans.: - Intellectual capabilities, Hard work, Risk bearing capacity, etc. are the features of entrepreneur.

iii) To become successful entrepreneur, which qualities Mr. Soham should have?

Ans.: - Soham should have confidence, open minded, competitive, creativity, etc.

5. Ms. Harshali has started new business two years ago. Her customers are located in different parts of the country and hence they are directly depositing bill amount in her business account. At the same time, she used to pay various payments from this account only.

(i) Identify type of account maintained by Ms. Harshali?

Ans: - Ms. Harshali has maintained current account.

(ii) Suggest any one modern way of money transfer to Ms. Harshali?

Ans: - NEFT which stands for National Electronic Funds Transfer is one of the modern way of transferring fund from one branch to another branch or from one bank to another bank.

(iii) What kind of facility does she get on her bank account?

Ans: - She gets overdraft facility on her current bank account.

6. Mr. Jagan is a salaried person. He wants to take policy for his two children which assures them protection as well as completes their financial needs once they become major by age.

(i) Suggest him a policy which can satisfy the requirements of his children?

Ans: - Mr. Jagan should take 'Child Insurance Policy' to satisfy the requirements of his child.

(ii) Who are beneficiaries of policy?

Ans: - In child insurance policy, children of the insured person are the beneficiaries.

(iii) In above case which principle is involved?

Ans: - In above case Principle of 'Insurable interest' is involved.

7. Mr. Amit is a businessman. He has his own factories in Pune and Nasik. He lives in Pune with his wife and two daughters aged 5 and 8 years.

[i] Can Mr. Amit take a life insurance policy for his wife and two children?

Ans: - Mr. Amit can take whole life policy or term insurance policy for his wife and child insurance or money back policy for his two daughters.

[ii] Can Mr. Amit take a marine insurance policy for his factories?

Ans: - Mr. Amit cannot take marine insurance policy for his factories.

[iii] Which type of insurance should Mr. Amit take for protecting his factories from loss due to fire?

Ans: - Mr. Amit can take floating fire insurance policy for protecting his factories from loss due to fire.

8. Mr. Sharan is a successful manufacturer. He is having production units at various locations. He is having multiple production units, he has large stock of raw materials and finished goods. He is worried about safeguarding goods from any unwanted financial loss. He also requires to transfer raw material and finished goods from one unit to other but does not have any facility for that. He also requires funds for expansion.

(i) Name the service which will help him to safeguard goods from any damage .

Ans: - 'Warehousing' is the service which will help him to safeguard goods from any damage

(ii) Which service will help him to remove the difficulty of place?

Ans: - Transport service will help him to remove the difficulty of place.

(iii) From which service sector will he get financial support?

Ans: - He will get financial support from Banking service sector.

9. Abhay purchases some gift articles online from www.flipkart.com. At the same time Sheetal purchased a gift from e-bay.com

i) Which website is related to C2C?

Ans: - e-Bay.com is related with C2C

ii). Which website is related to B2C?

Ans: - www.flipkart.com is related with B2C

iii) Which first step does Abhay need to follow?

Ans: - Before online shopping, Abhay has to register with the www.flipkart.com

10. Satvik purchases watch from Titan shop and his friend Shambhavi purchases watch from online shopping site.

i) Which shopping is from traditional business?

Ans: - Titan shop is an example of traditional business.

ii) Which shopping is from e-business?

Ans: - Shambhavi purchases watch from online shopping site. is from e-business.

iii) Which business involved high risk?

Ans:- Purchase of watch from online shopping site involves high risks.

11. Mr. Ved made his payment by cheque at the same time Mr. Shlok made his payment by fund transfer. In this situation: [OCT.-2021]

i) Whose payment is faster?

Ans: - Mr. Shlok

ii) Whose payment is related to traditional business?

Ans: - Mr. Ved

iii) Whose payment is related to e-business?

Ans: - Mr. Shlok

12. Yashwant Co. Ltd. is providing facilities for their female staff like day care Centre for kids and work from home facility. Even management takes their suggestions while taking the decisions though they are members of trade union.

(i) By doing this they are following social responsibilities towards which interest groups?

Ans: - They are following social responsibilities towards Employees.

(ii) What values they are presenting?

Ans: - They (Yashwant Co. Ltd.) are presenting social values by providing facilities to their female members.

(iii) What kind of responsibilities employer follows in above case?

Ans: - Management takes the employees' suggestions while taking decisions even though they are members of trade union. Thus, the employer follows social responsibility towards employees.

13. An organization manufacturing paints has been enjoying a prominent market position since many years. It has been dumping its untreated poisonous waste on the river bank: which has created many health problems for the nearby villages. [OCT.-2021]

(i) Which responsibility is neglected by the paint manufacturing organization?

Ans: - Responsibility towards protection of environment.

(ii) What kind of pollution they are creating?

Ans: - water pollution.

(iii) Mention any one precautionary measure they need to take?

Ans: - *Proper waste management techniques should be adopted by the organization under which waste should be reduced, effort should be made to reuse the waste. Waste that cannot be reduced or reused should be recycled.*

14. A vehicle manufacturing company has adopted the following practices:

[A] Only those components will be used by the company which are environment-friendly.

[B] There will be discharge of harmful wastes only after their proper treatment.

[C] Pollution level of every vehicle will be maintained as per international standards.

(i) By doing this, business organization follows social responsibility towards which interest group?

Ans: - Business organization follows social responsibility towards Society for protection of environment.

(ii) What kind of pollution do they want to avoid?

Ans: - They want to avoid Air Pollution.

(iii) What kind of message do they want to convey?

Ans: - They want to convey the message that business should be committed to protect the environment i.e. not to create imbalance in nature.

15. Mr. Ashok 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:

i) which right has been violated?

Ans: - In the above case, Right to Choose has been violated.

ii) Comment on the right which has been violated ?

Ans: - According to this right, consumer have a right to select the goods as per his requirement. The seller cannot force the customer to buy specific product. In this manner, monopoly is avoided and prevented.

iii) Where can Mr. Ashok file his complaint?

Ans: - According to Right to heard, Mr. Ashok can lodge the complaint to the appropriate consumer commission.

16. Mrs. Meera a resident of Nagpur District bought a washing machine worth Rs.50,000 without cash memo with a warranty period of 2 years. After 1.5 years she noticed some defect and asked the company to repair or replace it. The company did not accept her complaint despite of the defective product.

In the above case,

i) Suggest suitable redressal machinery to protect her right.

Ans: - Mrs. Meena can file complaint in District Commission as her complaint does not exceed Rs. 1 crore.

ii) If she is not satisfied with the decision given by redressal machinery, where should she appeal?

Ans: - If she aggrieved(not satisfied) with the order of District commission may appeal to the State Commission against such order within 45 days from the date of such order.

iii) What was the negligence of Mrs. Meera while buying the washing machine?

Ans:- Mrs. Meena did not collect or ask for cash memo and guarantee / warranty card for 2 years.

17. Mr. X purchases goods from nearest shop. Mr. Y purchases mobile from Tokyo. Mr.Z of Nandurbar purchases electronic goods from Delhi.

i) From which type of market does Mr. X purchase?

Ans: - Mr. X purchases goods from Local market.

ii) Name the type of market from where Mr. Y deals?

Ans: - Mr. Y deals in International market.

iii) State the type of market from where Mr. Z purchases goods?

Ans: - Mr. Z of Nandurbar purchases electronic goods from Delhi i.e. National market.