

**SMT. M.M.K COLLEGE OF COMMERCE AND ECONOMICS**

**STD: SYJC**

**Organisation of Commerce and Management**

**MARKS: 80**

**DATE: 31/01/2022**

**PRELIMINARY EXAM**

**TIME : 4 HRS**

**Q1 A) SELECT THE CORRECT ANSWER FROM THE OPTIONS GIVEN BELOW AND REWRITE THE STATEMENTS (5 MARKS)**

1. Member of an organization should receive orders from\_\_\_\_\_.  
a) many superiors b) one superior c) all superiors
2. Principle of \_\_\_\_\_ is not applicable to life insurance.  
a) Insurable interest b) Utmost good faith c) Indemnity
3. The transactions under\_\_\_\_\_ are between consumers and consumers.  
a) B2B b) C2C c) B2C
4. Business should provide adequate opportunities of promotion to their\_\_\_\_\_.  
a) Employees b) Customers c) Investors
5. District Commission entertains complaints of consumer for compensation which is less than\_\_\_\_\_.  
a) One crore b) Ten Lakhs c) Ten crores

**(B) Match the pairs**

**( 5 MARKS)**

**Group A**

- a) Staffing
- b) Start up India
- c) Warehousing
- d) Henry Fayol
- e) Responsibility towards government

**Group B**

- 1) It is a process of recruiting, selecting and placing
- 2) Time utility
- 3) Modern Management
- 4) It is a process of instructing, guiding and motivating
- 5) 2016
- 6) Scientific Management
- 7) 2019
- 8) Good quality products
- 9) Place utility
- 10) Respecting rules and regulations

**(C) Write one word/phrase/term for the following statements**

**( 5 MARKS)**

- 1) The process of contracting a business function to specialized agencies.
- 2) Getting good quality products is the basic right of this group of society.
- 3) One who consumes or uses any commodity or service.
- 4) Giving of distinct name to one's product.
- 5) The principle which is based on ' a place for everything and everything in its place'

**(D) Find the odd one**

**( 5 MARKS)**

- 1) Planning, Organizing, Staffing, Writing
- 2) Endowment policy, Whole life policy, Money back policy, Blanket policy
- 3) BPO, RTO, LPO, KPO
- 4) District Commission, State Commission, NGO, National Commission
- 5) Principle of Authority and Responsibility, Motion study, Principle of Division of work, Principle of discipline.

**Q2) EXPLAIN THE FOLLOWING TERMS /CONCEPTS ( ANY FOUR)****( 8 MARKS)**

1. Planning
2. Insurance
3. Market
4. Social Responsibility
5. National Commission
6. Warehousing

**Q3) STUDY THE FOLLOWING CASE/SITUATION AND EXPRESS YOUR OPINION (ANY TWO)****(6 MARKS)**

1. In XYZ Company, Mr Lele gives instructions to the employees working under him. He provides guidance and motivates them for their best performance. On the other hand Mr Sayyad takes effort to harmonize the work done by the employees of different departments while achieving organizational goals. Mr Desai is looking after the arrangement of required resources for the business organization.  
Mention the name of the employee engaged in the following functions:  
a. Organization    b) Direction    c) Coordination
2. Mr Harshad is an entrepreneur and engaged in production of eco- friendly utensils. Both male and female workers are working in his factory. All male employees are directly working on machines whereas female employees are working in the Packaging Department. Mr Sharath is working as a Finance Manager while Mrs Naina is working as an HR Manager who is responsible for recruiting employees in the factory. On this basis:  
a. Identify any one principle of management in the above case.  
b. What is the designation of Mrs Naina in this organization?  
c. Who is responsible for overall planning of the organization?
3. Satvik purchases a watch from Titan shop and his friend Shambhavi purchases a watch from an online shopping site  
a. Which shopping is from traditional business?  
b. Which shopping is from e – business?  
c. Which business involved high risk?

**Q4) DISTINGUISH BETWEEN THE FOLLOWING (Any Three )****12 MARKS**

1. Staffing and Directing.
2. Current Account and Fixed Deposit Account.
3. District Commission and State Commission
4. Marketing and Selling

**Q5) ANSWER IN BRIEF (ANY TWO)****8 MARKS**

1. Explain the functions of an entrepreneur.
2. State four life insurance policies.
3. Explain any four rights of the consumer.

**Q6) JUSTIFY THE FOLLOWING STATEMENTS (ANY TWO)****8 MARKS**

1. Controlling is the last function of management.
2. Warehousing is important.
3. It is easy to set up e- business as compared to traditional business.
4. Aim of consumer organization is to protect the rights of the consumers.

**Q7) ATTEMPT THE FOLLOWING QUESTIONS (ANY TWO)**

**10 MARKS**

1. Explain 5 principles of management given by Henry Fayol.
2. Explain the responsibilities of business towards consumers.
3. Explain the importance of marketing to the firm.

**Q8) ANSWER THE FOLLOWING QUESTIONS (ANY ONE)**

**8 MARKS**

1. Define Bank. Explain the different types of banks.
2. Define Marketing. Explain the functions of marketing.