

Note: i) All questions are compulsory.

ii) Figures to the right indicate full marks.

q 1. a) Fill in the blanks choosing the correct alternatives (any 8) (08)

- 1) Father of principals of management is _____.
a. Henry Fayol b. F.W.Taylor c. Peter Drucker d. F. Washington.
- 2) Planning is _____ process.
a. Rigid b. Mechanical c. Mental d. Virtual
- 3) Contemporary management is _____.
a. Crisis b. Conservatives c. Progressive d. Engineering
- 4) Authority means the right to _____.
a. Command b. Supply c. Know d. Get remuneration
- 5) The Hinduja Group is a global conglomerate company head quartered in _____.
a. Mumbai b. London c. Tokyo
- 6) Know your customer (KYC) is part of _____ risk.
a. Technical b. Operational c. Physical
- 7) Employee morale is high in _____ organization.
a. Centralized b. Decentralized c. Matrix
- 8) Control includes comparing actual performance with the _____ performance.
- 9) _____ has made positive contribution to Indian it sector.
a. Azim premji b. Verghses Kurien c. Aditya Birla
- 10) Formal organization facilitates _____ judgment.
a. static b. non performing c. delegated d. created

Q 1. B) State whether the following statements are True or False (any seven) (07)

- 1) Management is a continuous process.
- 2) Staffing improves job satisfaction and morale.
- 3) Managers must behave professionally.
- 4) Committee organization are always formal.
- 5) JRD Tata was a strong advocate of social responsibility concept and fair trade practices.
- 6) Dual command is not dangerous.
- 7) Informal organization is not governed by rules.
- 8) Industrialists constitute the poorest section of the society.

- 9) Formal and informal organization are same.
10) Direction is the action element in business

Q 2. A) Define profession. Is management a profession? (08)
b) Explain the distinctive contributions of F.W.Taylor (07)

or

- c) Discuss the concept of management. Explain its features. (08)
d) Explain budgeting and reporting as function of management. (07)

Q 3. A) What are the functions of management in insurance companies? (08)
b) Discuss the importance of controlling in management (07)

or

- c) Explain the planning function of management in a banking organization. (08)
d) What is organization structure? Explain its importance. (07)

Q 4. A) Describe the organization structure in banking companies (any four) (08)
b) Write a note on the president of world bank. (07)

Or

- c) Explain the contribution of Mr. Narayan Murthy in the growth of Infosys. (08)
d) Discuss the function of management relates to insurance (07)

Q 5. Write short notes on (any three) (15)

- a. Contemporary management
b. Directing
c. Motivation
d. Management as a profession
e. Division of Labour.