

**NOTE:**

1. All Questions are compulsory.
2. All Questions carry equal marks.

**Q.1. A. Match the following questions correctly (Any eight)**

(08)

| Group A                   | Group B                            |
|---------------------------|------------------------------------|
| 1. IRDA                   | a. Retail bank in India            |
| 2. Traditional management | b. Suitable for small business     |
| 3. Digital India          | c. Regulates insurance             |
| 4. F.W. Taylor            | d. Right man for right job         |
| 5. TQM                    | e. Future oriented                 |
| 6. Planning               | f. Preference to Family members    |
| 7. Line organization      | g. Father of scientific management |
| 8. Henry Fayol            | h. Paper less India                |
| 9. ICICI Bank             | i. Focus on quality                |
| 10. Staffing              | j. Father of modern management     |

**Q.1) .B. State whether following statements are true or false. (Any seven)**

(07)

1. Small banks practice matrix organisation.
2. Management is intangible.
3. Small banks set up zonal offices
4. Management is a continuous process.
5. Management is different from ownership.
6. Division of work leads to specialisation.
7. Stability of tenure gives job security.
8. MBO stands for Management by objectives.
9. Planning is future oriented.
10. Matrix organisation is easy to manage.

**Q.2 a) Explain the merits and demerits of traditional management.**

(08)

**b) Discuss meaning and importance of management.**

(07)

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OR

- c) Discuss the contribution of management of F. W. Taylor. (08)
- d) What is traditional management? Discuss its features. (07)

Q.3) a) Elaborate 14 principles of management by Henry Fayol (15)

OR

- b) What is planning? What are the advantages of planning? (08)
- c) Elaborate the motivational factors motivating employees of Banking Sector. (07)

Q.4) a) Explain the Function of Management to run the organisation. (08)

b) Distinguish between formal and informal organizations. (07)

OR

- c) Explain the principles of organising. (08)
- d) Discuss the organizational structure of Banking Sector. (07)

Q.5) a) Discuss about any two business leaders. (08)

b) Discuss the functions of management related to the insurance sector. (07)

OR

Q.5) Write short notes (Any three). (15)

- 1) KYC
- 2) IRDA
- 3) Importance of effective communication
- 4) TQM
- 5) Six M's of management