

[2½ Hours]

[Total Marks : 75]

Please check whether you have got the right question paper.

- N.B:**
1. All questions are compulsory.
 2. Figures to right indicate full marks.

Q.1a) Fill in the blanks choosing the correct alternatives. (Any Eight)

8

1. Management is _____ science.
(pure, an exact, an inexact)
2. Management is _____
(tangible, intangible, rigid)
3. Traditional management is based on old _____.
(records, customs, policies)
4. _____ involves motivating subordinates.
(Planning, Organising, Directing)
5. Controlling measures _____ performance.
(actual, expected, calculated)
6. Bank need _____ style of communication.
(oral, rigid, dignified)
7. Grouping of activities is called _____.
(decentralization, departmentation, management)
8. In a small bank the _____ is all in all.
(Chief Manager, General Manager, Administrative Manager)
9. Insurance companies favour _____ organization.
(centralized, decentralized, matrix)
10. Kiran Mazumdar Shaw is basically _____.
(research scholar, chartered accountant, doctor)

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

7

1. Management is different from ownership.
2. Traditional Management is suitable to large businesses.
3. Vijay Govindrajan is a qualified Chartered Accountant.
4. Co-ordination is the essence of management.
5. Small banks practice Matrix organization.
6. Organization is unintentionally created.
7. Management of banks is vested with the Board of Directors.
8. The leadership of Tata Group was taken over by JRD Tata from the hands of Ratan Tata.

9. K V Kamath introduced the concept of Universal Banking.
10. The Asian Development Bank is a Global Development Bank.

Q.2a) Define management. Discuss management as a profession. 8

Q.2b) Describe any seven principles as explained by Henry Fayol. 7

OR

Q.2c) Bring out the contributions of Peter Drucker in the field of management. 8

Q.2d) Discuss the work and ideas of C. K. Pralhad. 7

Q.3a) Discuss management as a process. 8

Q.3b) What is planning? What are the advantages of planning? 7

OR

Q.3c) Describe the staffing process in banking. 8

Q.3d) Bring out the relationship between authority and responsibility. 7

Q.4a) What is the importance of organization structure? 8

Q.4b) Briefly discuss the organization structure of banking companies. 7

OR

Q.4c) Discuss the role of Verghese Kurien in white revolution. 8

Q.4d) Write a note on the president of World Bank. 7

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

- 1) Distinguish between formal and informal organisation
- 2) Scientific management
- 3) Customer relationship management in insurance companies
- 4) Line organisation
- 5) Traditional management