

[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 the right indicate full marks.

1. A) Fill in the blanks choosing the correct alternatives (any 8) : (08)

- 1) Management is _____.
(doing the work, getting the work done, getting updated)
- 2) Traditional management is based on old _____.
(records, customs, policies)
- 3) C. K. Prahalad is best known for _____.
(MBO, strategic intent, marketing research)
- 4) Controlling measures _____ performance.
(actual, expected, calculated)
- 5) Know Your Customer (KYC) is a part of _____ risk.
(technical, operational, physical)
- 6) Co-ordination is the _____ of management.
(tradition, essence, policy)
- 7) Grouping of activities is called _____.
(departmentation, decentralization, management)
- 8) Delegation _____ burden on the superior.
(reduces, increases, balances)
- 9) _____ has gained lot of importance in banks.
(home delivery, customer services, financial planning)
- 10) _____ is useful for small business.
(centralization, decentralization, power)

B) State whether the following statements are true or false (any 7) : (07)

- a) Management uses scientific methods.
- b) Six Sigma is designed to meet customer needs.
- c) TQM does not link quality and productivity.
- d) Motivation reduces accidents.
- e) Direction is the action element in business.
- f) Fundamental risks are beyond the control of individuals.
- g) Banks consider self-control to be the best.
- h) Formal organization is unwritten.

- i) Departmentation by product is economical.
- j) Management of banks is vested with the Board of Directors.

- 2. a) Define management. Explain management as a profession. (08)
- b) Discuss the techniques of scientific management by F.W. Taylor. (07)

OR

- 2. a) Explain the characteristics of traditional management. (08)
- b) Why is Vijay Govindarajan regarded as a management guru? (07)

- 3. a) Explain the principles of organizing. (08)
- b) What is centralization of authority? What are the advantages of centralization of authority? (07)

OR

- 3. a) Define co-ordination. Explain its importance. (08)
- b) What is budgeting? What are the different types of budget? (07)

- 4. a) What is line & staff organization? Explain the features of line & staff organization. (08)
- b) Explain the organization structure of insurance companies. (07)

OR

- 4. a) Discuss the contribution of JRD Tata for our country. (08)
- b) Write a note on the president of Asian Development Bank. (07)

- 5. Write short notes (Any 5) : (15)

- a) Matrix organisation
- b) Governor of RBI
- c) Management as a process
- d) Distinguish between Formal & Informal Organization
- e) Reporting