

General instructions:

1. This question paper contains 17 questions.
2. Marks are indicated against each question.
3. Answers should be brief and to the point.
4. Answers to the questions carrying 3 marks may be from 50 to 75 words.
5. Answers to the questions carrying 4 marks may be about 150 words.
6. Answers to the questions carrying 6 marks may be about 200 words.
7. Attempt all parts of the questions together.

Q. No.	Question's	Marks
01.	<p>“What distinguishes a successful manager from a less successful one is the ability to put the principles into practice.” Which aspect of the nature of management is highlighted in the above statement?</p> <p>(a) Management as a science (b) Management as an art (c) Management as a profession (d) Management is an intangible force.</p>	1
02.	<p>Radha started a home cooked food delivery Dabba service. Her mother, who is a great cook, decided to help her. They relied on friends and family for orders and then on word of mouth. As a step in the process of ensuring that activities are performed as per her plan of supplying healthy, good quality, reasonable food and earning profit, she decided to keep both qualitative and quantitative benchmarks towards which she would strive to work. A function of management is being discussed above. An important characteristic of this function of management is :</p> <p>(a) It is the first function of management (b) It is the Last function of management (c) It is both forward looking and backward looking. (d) It is required only in business organizations.</p>	1
03.	<p>“Changes or events cannot be eliminated but they can be anticipated and managerial responses to them can be developed.” is suggested by the following importance of planning:</p> <p>(a) Planning facilitates decision making (b) Planning promotes innovative ideas (c) Planning provides direction (d) Planning reduces the risks of uncertainty.</p>	1
04.	<p>Pace.' is a reputed Chartered Accountant firm which renders services to big MNC's. The Chartered Accountants of the firm are required to travel to Delhi and NCR for which they use company's cars. The firm decided to convert its Petrol cars to Electric cars in order to improve the quality of life of people. Identify the dimensions of business environment.</p> <p>(a) Political and Legal environment (b) Legal and Social environment (c) Technological and Political environment (d) Social and Technological Environment.</p>	1
05.	<p>Assertion (A): Planning is futuristic Reason (R): Planning is concerned with the future which is certain & does not require forecast</p> <p>(a) Both (A) and (R) are correct (b) (A) is correct (R) is incorrect (c) Both (A) and (R) are correct, and R is the correct explanation of R (d) Both (A) and (R) are correct, and R is not the correct explanation of R</p>	1

06.	Principles of management are NOT: (a) Applicable only in large firms; (b) Formed by practice and experience of managers; (c) Flexible; (d) Contingent	1
07.	Identify the dimension of the characteristic of management- "it is multidimensional", which specifies that the task of management is to make the strengths of human resources effective and their weaknesses irrelevant towards achieving the organisation's objectives. (a) Management of work (b) Management of people (c) Management of operations (d) Management of goals.	1
08.	_____ is considered a major element of the political environment: (a) The extent and nature of government intervention in business; (b) planned outlay in public and private sectors; (c) Expectations from the work force; (d) Administrative order issued by government authorities.	1
09.	If there is a plan to increase production then more labour, more machinery will be required. This step in the process of planning will involve organising for labour and purchase of machinery. Identify the step in the planning process being discussed above. (a) Identifying alternative courses of action (b) Setting objectives (c) Selecting an alternative (d) Implementing the plan	1
10.	Management is (a) A Science; (b) An Art; (c) both science and art; (d) Neither.	1
11.	Reema is one of the most successful managers of her company, Globe Ltd. She knows that the principles of management are intended to apply to all types of organisations, business as well as non-business, small as well as large, public sector as well as private sector. (i) One of the point related to the nature of management principles is being highlighted in the above description. Identify the point. (ii) Explain any two other points of the nature of principles of management other than one identified above.	3
12.	Differentiate between Unity of Command and Unity of Direction on any three basis.	3
13.	Your grandfather has retired from an organisation in which he is responsible for implementing the plans developed by the top management. At which level of management was he working? State any four functions performed at this level.	4
14.	The Indian corporate Sector has come face to face with several challenges due to government policy changes." Explain any four such challenges.	4
15.	State four features of planning.	4
16.	Captcha Ltd. is a construction company in which all the employees learn various ways of dealing with diverse situations from their seniors. Company provides financial as well as non-financial incentives. This helps the employees to grow and develop their abilities. The organisation behaves as a responsible constituent of society and always creates good quality products. It has a positive image in the market. The training modules are excellent and the employees always try to find unique ways of providing solutions in the context of rapidly changing business environment. This has helped the organisation to adjust smoothly. Identify and state four points of importance of management being highlighted here.	6
17.	Explain following techniques of Scientific Management:- (a) Method study (b) Motion study (c) Time study	6