

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 You 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) Fundament 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