

SOLUTION : SET – I
TERMINAL EXAMINATION – II

Q.1. (A) Select the correct answer from the possible options given below and rewrite the statements: (05)

1. Management motivates the employees to _____.
(a) work hard (b) **take initiative** (c) earn more
2. Location of industries should be in _____ zones.
(a) residential (b) **industrial** (c) commercial
3. Staffing is concerned with _____.
(a) Physical factor (b) Financial factor (c) **Human factor**
4. Business organization should avoid creation of _____.
(a) trade unions (b) **monopoly** (c) consumer cell
5. Consumer movement is in nature.
(a) political (b) religious (c) **social**

Q.1. (B) Write a word or a phrase or a term which can substitute each of the following statement: (05)

1. Father of Scientific Management.
F.W. Taylor
2. A management function which is decided in advance as to what to do, how to do it, when to do it and who is to do it.
Planning
3. A set of principles of right conduct.
Ethics
4. A consumer dispute redressal agency that handles the claim of more than rupees one crore.
National Commission
5. A function which provides instructions from top level management to the lower level.
Directing

Q.2. Distinguish between (Any One): (05)

1. State Commission and National Commission. (Pg. No. 151 – Q.2(2))
2. Planning and Directing (Pg. No. 193 – Q.2(5))

Q.3. Write Short notes. (Any Two): (10)

1. What are the responsibilities of business organization towards employees?
(Pg. No. 115 – Q.6.)
2. What are the techniques of scientific management according to F.W. Taylor?
(Pg. No. 163 – Q.6.)

3. What do you mean by Consumer Protection? Explain its importance. (Pg. No. 140 – Q.2.)
4. Explain the various rights of consumers. (Write any 5 rights to consumer) (Pg. No. 141 – Q.3.)

Q.4. State with reasons, whether the following statements are True or False.(Any Two): (05)

1. Co-ordination is needed at all the levels of management (Pg. No. 200 – Q.3(16))
2. The Government alone is fighting for consumer protection. (Pg. No. 153 – Q.3(5))

Q.5. Long Type Questions. (Any One): (10)

1. What do you mean by controlling? Explain its features. (Pg. No. 187 Q.12)
2. What do you mean by staffing? Explain the features of staffing. (Pg. No. 180 – Q.6.)

