

Duration : 2 ½ hours

Maximum marks: 75

- NOTE:** (i) All questions are compulsory
(ii) Figures to the right indicate full marks.

Q1. (a) Fill in the blanks by choosing the correct alternatives (**Any Eight**)

- 1) Management is on _____, science and profession.
a) Art b) Law c) politics
- 2) Taylor supported _____ study.
a) census b) work c) market
- 3) Traditional management is based on old _____.
a) customs b) records c) policies
- 4) Planning is a _____ process.
a) physical b) virtual c) mental
- 5) Know Your Customer (KYC) is part of _____ risk.
a) technical b) operational c) physical
- 6) Delegation _____ burden on the superior.
a) reduces b) increases c) balances
- 7) IRDA has _____ functions.
a) regulatory b) audit c) legal
- 8) _____ has made positive contribution to Indian IT sector.
a) Azim Premji b) Verghese Kurien c) Adity Birla
- 9) The Hinduja Group is a global conglomerate company head quartered in _____.
a) Mumbai b) London c) Tokyo
- 10) Present president of Asian Development Bank is _____.
a) Takehiko Nakao b) Jim Yong Kim c) Haruhiko Kuroda

08

TURN OVER

- (B) State whether the following statements are True or False (Any Seven) 07**
- 1) Management is doing the work.
 - 2) Dual command is not dangerous.
 - 3) Planning is economical.
 - 4) Co-ordination happens on its own.
 - 5) Informal Organisation is not governed by rules.
 - 6) Functional organisation is most commonly used in banks.
 - 7) Industrialists constitute the poorest section of the society.
 - 8) Dr. Verghese Kurien made India an exporter of software services.
 - 9) Narayan Murthy believes in creating wealth legally and ethically.
 - 10) To promote exchange rate stability is one of the objectives of IMF.

- Q.2**
- a) Define management. Explain the importance of management. 08
 - b) Explain the Henri Fayol's fourteen principles of management. 07

OR

- a) State and explain the features of contemporary management. 08
- b) Define staffing. Discuss the staffing process in banking companies. 07

- Q.3**
- a) What are the advantages of planning? 08
 - b) What is directing? Explain the principles of direction. 07

OR

- a) How to motivate employees in the insurance sector? 08
- b) Explain the merits and demerits of formal and informal organisation structures. 07

TURN OVER

- Q.4 a) Describe the organisation structures in Banking companies (any four) 08
- b) Write a note on K. V. Kamath and describe the contribution of K. V. Kamath in the progress of ICICI Bank. 07

OR

- a) Explain the contributions of Mr. Narayan Murthy in the growth of Infosys. 08
- b) Write a note on the President of World Bank. 07

- Q.5 Write Short notes on the following (Any Three) 15
- 1) Management as a Profession
 - 2) TQM
 - 3) Advantages of Decentralization of Authority
 - 4) Departmentation by Functions
 - 5) Contributions of Peter Drucker.
