

(Weightage Chapter 4,5 & 6 (14 Marks))

5. Organising

Que		Marks
1	How informal organization is created?	1
Ans	is created due to friendly and social interaction of employees	
2	To conduct the farewell party of class XII students of the school successful the co-curricular captain student(Boy & Girl) of the school divided all the activities into task groups each dealing with a specific area like rehearsals, decoration, stage management, refreshments etc. Each group was placed under the overall supervision of a co-curricular incharge teacher. Identify the function of management performed by the co-curricular captain student.	1
Ans	Organising	
3	What is meant by organisational structure?	1
Ans	It is specific pattern of relationships which is created during organizing process OR it is a network of job positions, responsibilities and authority of different level.	
4	Name the function of management which coordinates the physical, financial and human resources and establishes productive relations among them for achievement of specific goals.	1
Ans	Organising function	
5	What is the objectives of decentralization?	1
Ans	To disperse authority to the lowest level.	
6	the no. of subordinates that can be effectively by a superior refers to which aspect of management?	1
Ans	span of management	
7	What is functional organisation structure? Write two advantages of this structure.	3
Ans	Meaning of Functional Structure :- When activities and jobs are grouped on the basis of functions (Finance, Purchases, Research, Production, Marketing, Human Resource) and departments are related to specific function then its is called functional structure. Department heads are responsible to general manager. ADVANTAGES;	

	<p>1. Benefit of functional specialization: - In this structure, each department has to perform a specific function only. A worker does similar tasks within a department many times. Each department is headed by a manager who is expert in that specific function. So all these things create functional specialization.</p> <p>2. Effective control and coordination:-All members of specific department perform only one function so its is easy to co ordinate and control their activities by a expert of specific function.</p>									
8	State three steps in the process of organising.	3								
Ans	<table> <tr> <td colspan="4">[B] Steps of Organizing Process :-</td> </tr> <tr> <td> Step 1st:- Identification and Division of Work:-In this step, all-essential activities are identified and listed for achieving objectives. Each activity is divided into smaller parts for sharing burden of work and getting specialization. </td> <td> Step 2nd:- Grouping of Same nature activities and Departmentalization:- The activities of same nature are grouped together in specific group, this group is called department and the process of grouping activities is called departmentalization. </td> <td> Step 3rd:- Assignment of Duties:- In this step responsibility of each department, department manager (head) and departmental employee are decided according their capabilities, so that overlapping and duplication of work can be avoided. </td> <td> Step 4th:- Establishing Reporting Relations:- In this step, everybody is made known that who is superior of whom and who is subordinate of whom? who will issued order and who will obey the order ? </td> </tr> </table>	[B] Steps of Organizing Process :-				Step 1st:- Identification and Division of Work:- In this step, all-essential activities are identified and listed for achieving objectives. Each activity is divided into smaller parts for sharing burden of work and getting specialization.	Step 2nd:- Grouping of Same nature activities and Departmentalization:- The activities of same nature are grouped together in specific group, this group is called department and the process of grouping activities is called departmentalization.	Step 3rd:- Assignment of Duties:- In this step responsibility of each department, department manager (head) and departmental employee are decided according their capabilities, so that overlapping and duplication of work can be avoided.	Step 4th:- Establishing Reporting Relations:- In this step, everybody is made known that who is superior of whom and who is subordinate of whom? who will issued order and who will obey the order ?	
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9	<p>Give difference between formal organization and informal organization on the basis of following topic</p> <ol style="list-style-type: none"> 1. Authority 2. Leadership 3. Flow of communication 4. Behavior 	4								
Ans	1. By position/personal qualities									

	2. manager are leader/chose by group 3. scalar chain/any direction 4. by rules/no pattern	
10	“An organization is manufacturing medicines, cosmetics, textiles and soaps. What kind of organizational structure is suitable for this organization and why?	4
Ans	Divisional structure. Importance of divisional structure i. Help in the development of product ii. Help in fixation of responsibility iii. Flexibility and initiative	

(Weightage Chapter 4,5 & 6 (14 Marks))

6. Staffing

Que		Marks
1	Explain the meaning of ‘Staffing’.	1
Ans	It is a process of providing competent and trained manpower to an organization. In other words, it refers to filling and keeping filled the vacant posts with people.	
2	name the method of training suitable for plumbers, electriation, and iron workers.	1
Ans	Apprenticeship	
3	Give one advantage of Job Rotation training.	1
Ans	This enables the trainee to gain a broader understanding of all parts of the business and how the organisation as a whole functions.	
4	State one objective of Preliminary screening.	1
Ans	This interview is conducted to check the confidence level of the candidates.	
5	What do you mean by on the Job Training?	1
Ans	When the employee s are trained while they are performing the job, then it is known as ‘On the Job Training’	
6	Explain any three types of selection Test.	3
Ans	1. Intelligence Test	Level of intelligence quotient required for making decisions and judgments.
	2. Aptitude	Capacity for learning new skills and making self-development.

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7	Write the difference between training and Development.	3																					
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8	Describe briefly the steps involved in the process of staffing. (Any Four)	4																					
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	<p><u>ts: -</u></p> <p>In this step, it is estimated that, in future how many people will be required for filling existing and new vacant posts.</p>	<p>inviting and motivating eligible candidates through various means/sources, about vacant posts. It is a positive process because there is no rejection in it.</p>	<p>rejected and the suitable ones are chosen. This is a negative step because it has rejection of some candidates.</p>	<p>selected employee to other employees and familiarizing him with the rules and policies of the organization. Placement refers to the employee occupying the position or post for which the person has been selected.</p>	
9	Despite internal sources of recruitment being economical why do companies not always use this source? State any five reasons.				4
Ans	<p>Limitation of internal sources of recruitment: (any five)</p> <ol style="list-style-type: none"> incomplete sources employees may become lethargic sprit of completion is hampered reduce productivity 				
10	<p>Apple India Ltd is a manufacturer of advanced category of mobile phones. The company trained its engineers from Japan. It market its mobile phones domestically as well as internationally. The company had a substantial market share and had a loyal customer following because of quality of its mobile phone. From the last financial year the company had been unable to achieve its target because of competition in the market. The company is planning to revamp its controlling system,</p> <ol style="list-style-type: none"> Identify the concept of management involved in the above para. State the steps of the revamped controlling process to be followed by the company to solve this problem. Also state any one value which the company wants to communicate to the society. 				4
Ans	<ol style="list-style-type: none"> <i>Staffing & controlling</i> <i>Two steps are a) analyzing deviation b) taking corrective action</i> <i>values are (any one):-</i> 				