name :- Reena chhatrapati maske.

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Q.1.A)

1) cold storage warehouses provide facilities for perishable goods.

2) The process of contracting a business function to someone else is called as outsourcing.

3) Business is a socio-economic activity.

4) the government has established lok adalat to settle the consumer disputes.

5) the process of classification of product according to similar characteristics and / or quality is known as grading.

B).

1) → principle of remuneration.

2) → BPO.

3) →

4) → non-government organisation.

5) → Branding.

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B).

Ans

Group A.

1) scientific management theory. → F.W. Taylor.

2) Start up india → 2016

3) Digital cash → exist only in cyberspace.

4) economic objective → to earn profits.

5) consumer rights → right to information

D)

1) → espirit de corps means 'unity is strength'.

2) → controlling is the function of comparing the actual performance with the predetermined performance.

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3) → overdraft facility is available for current ~~holders~~ bank account holder.

4) →

5) → all sorts of unfair practices related to stock exchange should be avoided.

Q.2.

① principle of scalar chain.

→ A chain of authority & communication must exist, that flows from highest to the lowest level, to avoid chaos & delays.

② planning.

→ planning is deciding in advanced what to do, How to do it, when to do it & who is to do it: planning is the basic function of management. every function of management is based on planning. planning is an intellectual process. In short, planning is detailed programme of future ~~courses~~ & courses of action.

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3) outsourcing.

→ outsourcing is the process of contracting a business function of any specific business activity to specialised agencies mostly the non-core areas such as sanitation, security, household pantry etc. are outsourced by company.

4) promotion.

→ promotion is a tool of marketing communi-cation that helps to publicize the product to the consumer. it helps to convey product features to the potential buyer and inducing them to buy it.

Q.3.

1).

i) → mr. Desai
because organising is the process of identifying, bringing the required resource such as men, money, material & machine.

ii) → mr. lele
because Directing it is the process of instructing, guiding, communicating, inspiring, motivating the ~~ster~~ employees.

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iii) → mr. Sayyed.
because it establishes harmony among all the activities of an organisation in achieving desired goal.

2.
i) → yes

ii) → no.

iii) → Fire insurance.

Q.4.
1) planning & staffing.

→

planning	staffing
① meaning	
planning is deciding in advanced what to do, How to do it, when to do it; & who is to do it.	The staffing function pertains to the recruitment, selection, development, training and compensation of subordinate managers.
② objective	
to set goals and choosing the means to achieve these goals.	to appoint right type of people at right position.

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③ Factor	
internal and external factors are considered in planning process	staffing is mostly concerned with internal factors.
④ order	
it is the basic first function of management process	it follows organising function.
⑤ nature	
it is continuous in nature. it exists in the whole life of organisation.	it is a continuous process as it deals with employees. i.e. human resources.

2. saving account & fixed deposit account.

→ saving account	fixed deposit account
① meaning.	
it is that acount which is opened by individuals in order to save a part of their income	it is that account where a fixed sum of money is deposited for a fixed period.

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② withdrawals

customer can withdraw either by cheques or by withdrawal slips	customer cannot withdraw during the specified period.

③ who takes it

It is suitable for fixed income group, wages or salary earners	It is suitable for any person with temporary idle cash.

④ interest rate

interest rate is low	interest rate is high.

⑤ Facilities

no overdraft facility is given	90% of the amount of fixed deposit can be given as loan.

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Q.5.
ii.
→ ① Division of work.
as per this principle, the work should be delegated to person who can do it in the best way which result in specialisation.

② Authority & responsibility.
authority & responsibility ~~-ty mean~~ authority means the right to give command & receive subordinate obedience from subordinate. responsibility is when a person is accountable for the duties assigned to him.

③ discipline
every employee has to follow the organisation rules & comply with the term of employment agreement.

④ unity of command.
each employee should have only one boss, from whom he/she gets orders/instructions & is accountable to.

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(5) unity ~~and~~ of direction
the work & efforts of the organisation as a whole, must be in the same direction.

(6.) subordination of individual interest to general interest.
the organisation's interest is given precedence over interest of an individual employees.

(7) remuneration to employees.
Fair & equitable wages are to be paid to the employee to ensures their satisfaction & increase productivity.

(8) centralisation & decentralisation.
centralisation ~~& de~~ is when the top level retains authority. Decentralisation is when there is delegation of authority at all levels.

(9) scalar chain.
a chain of authority & communication must exist, that flows from highest to the lowest levels, to avoid chaos & delays.

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(10) order

there must be a proper place for everything / everyone and everything / everyone in its / his (her) intended place.

(11) equity

Kind, just & fair behaviour of managers towards workers, creates a friendly atmosphere betwe superior & subordinates.

(12) stability of personnel.

employee turnover should be reduced to ensure effectivene & efficiency.

(13) initiative

employee need to be motivates to put forward their ideas or suggestions & executive them.

(14) espirit de corps.

espirit de corps is a french word which means team spirit.

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2).
① initiates action -
Direction is the function which supports to actuate the plans with the help of employees, every action is initiated through timely direction.

② integrates effort -
Communication is one of the elements of direction. It helps in integrating the efforts of all the employees and departments which results in achievement of organisational goals.

③ provides stability -
Stability plays significant role the growth and survival of the organisation.

④ creates team spirit -
Direction focuses on motivating the subordinates for group efforts.

⑤ co-operation :-
co-operation is necessary for smooth flow of organisation activities.

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Q.5.

2)
→ innovation is a dynamic change brought by an entrepreneur by bringing new combinations of factors of production. innovation by the entrepreneur is a must for the development of an organization.

(1) introduction of a new product -
entrepreneur through his dynamic skill and intelligence create new products by fulfilling innovation.

(2) introduction of a new method of production.
by introducing new and latest technology an entrepreneur brings new life and energy in methods of production.

(3) opening of new market -
an innovative entrepreneur create and opens new avenues.

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Q.7.

1) → A warehouse is defined as "an establishment for the storage or accumation of goods.

(1) storage - this is the basic function of warehousing.

(2) price stablisation - warehouses play an important role in the process of price stabilisation.

(3) risk bearing. when the goods are stored in warehouses they are exposed to many risks in the form of theft, fire, etc.

(4) financing - loan can be raise from the warehouse keeper or from financial institution agains the goods stored by the answer.

(5) grading & packaging - ~~waeho~~ warehouses nowadays provide the facilities of packing, processing, and grading of goods.

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Q.8.

→ Bank is an institution that deals with money and credit. It accepts deposits from the public and grants loans and advances to those who are in need to funds for various purposes. Bank encourages saving habits among individuals and thereby making funds available for their use as and when required.

types of banks:-

① central bank :- the main function of the central bank (RBI) is to regulate the money supply and to maintain the economic stability.

② commercial bank :- these bank accept the deposits from the general public and provide short term loans to traders.

③ Development bank :- business often requires medium and long term capital for the purchase of machinery and equipment for using the latest technology or for expansion and modernisation.