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Std - 12th [A]
Sub - OCM Test-2

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Q.1] A] Select the correct option and rewrite the sentences:

1] Cold ~~to~~ storage warehouse provides facilities perishable commodities.

2] The process of contracting of bussiness function to someone else is called Trading

3] Bussiness is a Socia - economic activity.

4] The goverment has established ~~Consumer Organization~~ Lok adalat to settle the consumer disputes

5] The process of classification of product according to similar characteristics and/or quality known as Grading.

B] one word/phrase/Term

1] The principle of management explaining about fair payment to worker

Ans principal of remuneration

2] Subset of Outsourcing

Ans BPO

3] The commercial organization are expected to uplift the weaker section of the society

Ans coporate social responsibility

4] organization which aims at promoting the welfare of the people.
Ans NGO (Non-govermental organization

5] Giving a destinct name of one's product.
Ans Branding

B] Match the pair

Group 'A'	Answer's
a] Scientific Management Theory	- F.W. Taylor
b] Start up India	- 2016
c] cash digital	- Exist only in cyber space
d] economic objective	- To earn profit
e] Consumers rights	- Right to information

D] Correct the underlined words

1] → Espirt de crops means Team spirit unity is strength

2] → controlling is function comparing actual performance with predetermined performance

3] → Overdraft facility is available for current bank account holder.

4] → E-commerce is more appropriate in B2C transcation

5] → All sorts of unfair practices related to stock exchange should be avoided.

Q.2]

1] Principle of scalar chain:

Principle of scalar chain is one of the important principles of management introduced by Henery Fayol. According to this principle, orders, information instruction, messages, explaination etc must be passed through every key of the chain without skipping any one key in between. This is called as scalar chain which is time consuming

2] Planning

1] Planning is the basic function of mangement planning is deciding in advance what to do, how to do, who is to do it planning briedges gap filling to set their choosing goals to acheeve it.

2] planning is the intallctual process of logical thinking and rational decesion-making. planning is a management function that decides planning is detailed programme of future course of action

3] Lok Adalat:

Lok adalat is one of the important way for consumer protection lok adalat means people's court is established by the goverment to settle the redressal of public complaints and agressive greviances. In lock adalat, issues are dissuced immediately and decisions are taken without delay.

4] Promotion:

Promotion is one of the basic element of marketing because it makes the costomer aware of product. Creates brand recong-nitation and sales. promotion refers to any type of marketing communication use to inform and persuade they buyers and seller and consumer by to ~~by~~ buy the product by explaining them the regular merits of products, services, brand etc.

2] for e.g, with help of adverti ning, sales promotion, direct marketing, people personal selling etc. Their statergies to be used in bussiness depends upon budget, target market etc.

Q 3]

1]

(i)→ Mr. Desai is engaged in the organising fn as he is looking after arrangement of required resources for the bussiness organization

(ii)→ Mr. ~~Sa~~ lele is engaged in the function of directing as he gives instructions to the employees working under him, prodives guidance and motivates them for the best performance.

(iii)→ Mr. Sayyed is engaged in the function of co-ordination as he takes efforts to harmonize the work done by the employees of different department.

2)

i)→ Mr. Amit can take whole life policy or term insurance policy for the wife and child insurance policy or money back policy for his daughter

ii) → Mr. Amit canno take marine insurance policy for his factories

(iii) → Mr. Amit can take floating Insurance policy for protecting his factories at pune and Nasik

Q.4]

1] Planning and staffing

Planning	staffing
1. Meaning	
Planning is deciding in advance what to do, where to do, how to do, When to do and who is to do it.	staffing is a process of recruitment through which competent employees are selected. properly trained, effectively developed.
2. Objective	
The set to the goals and choose the means to achieve it those goals	The objective of the staffing most competent and effective to staff to improve the overall Performance
3. Area of function	

Planning	Staffing
planning involves setting objectives, identifying alternative cources of action & selecting best plan for the organising	staffing involves selection recrcuitment, training development, promotion, transfer, etc. of employees in function of staffing
4. factors	
In planning internal as well as external factor are considered to set the target	In staffing function, only internal factors such as human factor, finance, workload are considered
5. Resources	
It related with those resource which are required for acheiving the target	staffing is related with human resources only

2] Saving Account and fixed deposite Account.

Saving Account	Fixed deposite Account
Meaning	
A saving account is	A fixed deposite Account

Saving Account	Fixed deposite Account
1] Meaning	
a type of bank account meant for any regular salaried and wages earner & for making saving	is a type of bank account under which a certain fixed amount is deposited for a definite period of time
2. Mode of withrawls	
withdrawals are allow by cheques & withdrawal slip	No withdrawal is permitted befor the date of maturity
3. Facilities	
Passbook balance on SMS, cheque books etc are issued to the A/c holder	Only fixed Deposite receipt is issued.
4] Restriction on withdrawals.	
There are certain restriction on the no. of withdrawals & amount to be withdrawn at a time	withdrawals or payment can be otained only on the expiry of fixed deposite period.

3] BPO and LPO

BPO	LPO
1) Meaning	
BPO impleis the outsourceing of non primary peripheral activities of the organization to an external organisation to decrease cost & increase efficiency of parent organization	LPO is a type of KPO that refers legal services ranging from drafting legal document, performing legal research to offering legal advice for certain money consideration
2. Degree of complexity	
BPO is comparitvely less complete	LPO is relatively more complex
3. Requirement	
BPO requires process expertise	LPO requires legal expertise
4. Talent required in employees	
BPO requires personal having good communication skills	LPO requires professionally qualifed personal having legal knowledge
5] Focus	
BPO focus on low level Process	LPO focus on high level Process

Q5

1)

→ Principle of Modern Management

1] Principle of Division of work:

The division of work is divided kinds such as technical, financial, commercial etc it is assigned to employees as per their qualities & capabilities. It helps in improving efficiency & employees for productivety level.

2] Authority & Responsibility

Authority means right to take decision. The manager should given right to get work done systmatically. Responsibility means he should responsible for the work is done at given time.

3) Disipline

displine is the most essential thing in the organisation. The employees should respect rule and govern the organisation. Discipline helps to organisation to achieve goals in the organisation

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4] unity of commond

The organization should means each meamber receive order from only one superior, every empolyee should receives order & instruction from one boss only and he should be accountable to him only.

5] Principle of unity of direction

The principle states that there should be one head and one plan in every organization. Each group in the organisation follows the direction for acheving goals.

2] Explain the any five importance of directing

Ans

Importance of directing

1] Initiates action:

Direction initiates action. it activites emplayees to put in their efforts to acheive goals without any efforts direction, other managrial functions like planning, organising staffing, co-ordinating controlling become ineffective.

2] Integrates efforts:-

At every level of management there are subordinates under managers. The work assigned to these subordinates is interrelated. The function directing integrates the activities of the subordinates by guidance.

3) Means of motivation

objectives of an organization can be achieved only if the people working in it properly motivated through monetary and non-motivated through incentives.

4] Provides stability:

Effective direction through supervision, motivation, leadership and communication provides stability of maintains balance in organisation.

5] Coping up with changes:

Effective direction facilities changes in the organisation. It enable the enterpris to adopt advance technology, new method of production, morden techinques ~~of~~ of management, etc. It is a direction function which helps the superior to motivates the subordinates to adapt to the newchang changes etc.

Q6]

1] Right person at right job with right pay is the basic principle of staffing.

Ans 1) The main functions of staffing is to select the right person for the right job right pay

2] Training and development programms and job security are the factors which are important in providing job satisfaction

3] proper selection of qualified, efficient and skillful work force is always an asset of the organisation

4] with proper selection process, right persons for right job are placed and regularly appraised on merit list.

5] Therefore, right person at right job with right pay is the basic principle of staffing.

2] An enterprenure must be innovator.

Ans 1] Invoation is by enterprenure is must for development of an organisation. Enterprenure can be an innovator many ways.

2] Enterprenure through his dynamic skill and intellagence create new product by fulleng innovation to commercial envoiment.

3] An innorators enterprenuar creates and open new idea and new product.

4] Introduction of new technology, new machinery, scientific methods of production will save money of organisation.

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Q.7]

2]

Ans Meaning: A consumer disputes redressal agency at state level established by each state goverment is known as state commission

Composition: State commission

i) President: A person who is or has been a Judge of high court, shall be appointed by the state goverment as the president of State Commission

ii) Members: The members of no of other shall not be less than 4 or not more than such member as may be prescribed in Consulation with the Central goverment of Commission.

iii) Tenuare: State commission of every member shall hold office for a term of 5 years up to the age of 67 yrs.

Monetary Jurisdiction: To entertain where the value of the value of goods & services and Compensation exceeds ₹ 1 crore but nor more than ₹ 10 crore.

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Q.8]

1] Define Bank. Explain different types of bank

Ans * Defination:- It is dealer with in money and credit. It is a financial institution whose basic activities are to acept depositeand advance, lendi money and provide other relateded servies. it known as Bank.

* Types of Bank:

- Central Bank
- Commercial Bank
- Co-operative Bank
- Industrial Bank
- Exchange Banke
- Regional Rural Bank
- Saving Bank
- Investment Bank
- Specialised Bank