

Date 8/3/2020

Time 3 hrs

## Test - 2 (Full Syllabus)

Cold Storage Warehouse provide facilities for perishable

Q.1) (A)

(1) Cold Storage Warehouse provide facilities for perishable commodities(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 District Commission(5) The government has established District Commission to settle the consumer disputes.(6) The process of classification of products according to similar characteristics and for quality is known as product development. Branding.

(B)

(1) The principle of management explaining about fair pay-ment to worker.

→ Principle of remuneration

(2) Subset of outsourcing.

→ Business process outsourcing (BPO).

(3) The commercial organization are expected to uplift the weaker section of the Society.

→

(4) Organization which aims at promoting the welfare of people.

→ NPO (Not for profit concern).

(5) Giving a distinct name to one's product.

→ Branding.

F.W. Talwar

→

2019

- (B) Group's management →
- (a) scientific Theory → Exist only in cyberspace
- (b) start up India → To earn profit
- (c) Digital cash → Right to Information
- (d) Economic objective →
- (e) consumer rights

(6) consumer rights means 'division of strength'

(i) Esprit de corps means 'Unity of strength'

→ Esprit de corps means comparing actual performance with

(2) Directing is function comparing actual performance with predetermined performance

→ Controlling is function comparing actual performance with predetermined performance

(3) Overdraft facility is available for Savings bank account holder.

→ Overdraft facility is available for Current bank account holder.

(4) e-commerce is more appropriate in B2B transaction.

→ e-commerce is more appropriate in Online transaction.

(5) All sorts fair practices related to stock exchange should be avoided.

→ All sorts Unfair practices related to stock exchange should be avoided.

| Q.2] | (1)   | Principle of                              |
|------|-------|-------------------------------------------|
|      | (i)   | In the principle of different departments |
|      | (ii)  | For scalar chain can be dissolved         |
|      | (iii) | In scalar chain directly called as        |

In the

- (2) Planning
- (i) Planning
- (ii) Planning
- (iii) Planning
- (iv) Planning
- How
- to

(3) Du

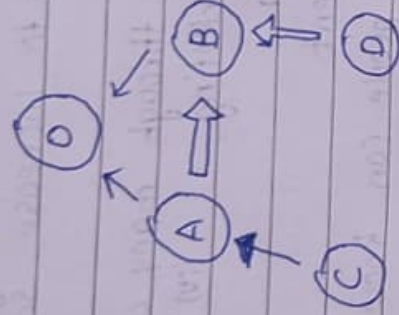
(i) Du

(ii) Du



## Q.2] (1) Principle of Scalar chain

- (i) In the principle we can directly communicating with different department.
- (ii) For scalar chain that like we have to talk about purchase department through chain of authority then we can be disburse related to our department.
- (iii) In scalar chain emergency condition we can directly communicating with our level department it's called as 'Gang plane'.



In this diagram Gang plane through A and B.

## (2) Planning :

- (i) Planning is basic function.
- (ii) Planning is first function of management.
- (iii) Planning is actual Intellectual process of logical thinking and rational decision making.
- (iv) Planning is deciding in advance what to do, who is to do, how to do, where to do and planning bridges the gap between where we are and where we want to go.

## (3) Outsourcing :

- (i) Outsourcing means some business activity transfer to some one in simple work outsourcing means business non core activity transfer to other business firm.
- (ii) Outsourcing is has three types

(i) BPO (ii) KPO (iii) LPO

In the BPO stand for Business process out Sourcing in other Business. Under BPO, KPO and LPO are in it is subsets of each other.

(iv) KPO stand for knowledge process outsourcing.

LPO stand for legal process outsourcing.

## (6) Promotion

(i) It is function of marketing.

(ii) Promotion help to Increase sales and affect on production.

(iii) Promotion done through many way

(i) digital marketing, (iv) Facebook Adv.

(ii) Social media

(iii) Advertisement

(iv) Promotion for people can know about product quality and Branding and people can be trust on product through promotion.

## Q.3] (1)

(i) Organization :- Mr. Desai is doing Organization.

In Organization after the arrangements while achieving organizational goal of required resource to the business organization. What has been planned.

(ii) Direction :- Mr. Lele in Direction.

In Directing instruction to employees working under him, provide guidance and motivate them for their best performance.

(iii) Co-ordination :- Mr. Savved in Co-ordination  
In co-ordination efforts to harmonies the work done by the employees of different departments while achieving organizational goals.



- (iii) In the BPO stand for Business process out Sourcing. In these out Sourcing business transfer to non-core activity to other Business. Under BPO, KPO and LPO are in. it is subsets of each other.
- (iv) KPO stand for knowledge process outsourcing.
- LPO stand for legal process outsourcing.

### (c) Promotion

(i) It is function of marketing.

(ii) Promotion help to Increase sales and affect on production.

(iii) Promotion done through many way

(i) digital marketing, (iv) Facebook Adv.

(ii) Social media

(iii) Advertisement

(iv) Promotion for people can know about product quality and Branding and people can be trust on product through promotion.

### Q.3] (1)

(i) Organization :- Mr. Desai is doing Organization.

In Organization after the arrangements while achieving organizational goal of required resource to the business organization. What has been planned.

(ii) Direction :- Mr. Lele in Direction.

In Directing instruction to employees working under him, provide guidance and motivate them for their best performance.

(iii)

Co-ordination :- Mr. Savvel in Co-ordination

In co-ordination efforts to harmonies the work done by the employees of different departments while achieving organizational goals.

Q.3) (2)

(i) Yes, Mr. Amit takes a life insurance policy for his wife and 2 children.

(ii)

No, Mr. Amit cannot take marine insurance policy for his factor's.

(iv)

In fire insurance he has taken mixed policy for his factories from loss due to fire by Mr. Amit.

Q.4) (1)

Planning and Staffing.

Planning

Staffing

Meaning

Planning is basic function. Planning Intuitive process of logic thinking and rational decision making.

Staffing is recruiting, selecting, remuneration, placing is staffing.

Function

Planning is What to do, When to do, How to do, Who is to do it.

Staffing is function of right person at right job with right pay.

Who will do

Planning is done by the Top level management

Staffing function is done by top level and middle level management people.

Area of function

Planning is preplanning the advance of work for future is external uncertainty and minimize the risk.

Staffing function is the containing containing process of recruiting.



(2) Saving account and fixed deposit Account

| Saving Account                                                          | fixed deposit Account                                                        |
|-------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <u>Meaning</u>                                                          |                                                                              |
| Saving account for fixed salary group of people.                        | fixed deposit account for any person has want save money for fixed period.   |
| <u>Function</u>                                                         |                                                                              |
| Saving account for save some amount every month for future from salary. | Fixed deposit for fixed period and fixed rate of interest. For fixed income. |
| <u>Rate of Interest</u>                                                 |                                                                              |
| In saving account rate of interest is less than the fixed deposit.      | In fixed deposit amount high rate of interest is compared to saving account. |
| <u>Period</u>                                                           |                                                                              |
| In saving not any period for saving account.                            | In fixed deposit account for fixed period money lock for fixed period.       |
| <u>Restriction on Withdrawal</u>                                        |                                                                              |
| In saving account restriction same times of restriction                 | In fixed deposit for it not any withdrawal but expectation for 1 withdrawal. |

#### (4) District Commission and State Commission

| District Commission                                                                                                   | State Commission                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <p><b>Meaning</b></p> <p>District Commission for the solving district conflict and establishment by state govern.</p> | <p><b>Meaning</b></p> <p>State Commission for the solving state level problem and establishment by state government.</p> |
| <p><b>Applied.</b></p> <p>District complain we can do on the state commission</p>                                     | <p><b>Applied.</b></p> <p>State Commission complain can be done on Nation Commission</p>                                 |
| <p><b>Monetary Complain</b></p> <p>In the District Commission less than 1 crore complain accepted.</p>                | <p><b>Monetary Complain</b></p> <p>In the state Commission less than 1 crore complain accepted.</p>                      |

#### Member

In the 2 member through by central government not less than 2 member, 13 through by central government



Q.5] (i)

→

(i) Principle of Division of Work : In these principle work is divided through different department or different employee for proper function for example : financing, purchase,

(ii) Authority and Responsibility : In these principle the work is given the properly authority and responsibility to manager. When it has responsibility that time he as complete the task of organisation.

(iii) Division of Command : Work is divided to every employ but order taken by only one Superiors for proper division of Command.

(iv) Discipline : In organisation success is depend on discipline of organisation. Every employees has follow the discipline of organisation.

(v) Order : In the place for every thing and every things its place. The order should be follow by in organisation proper time.

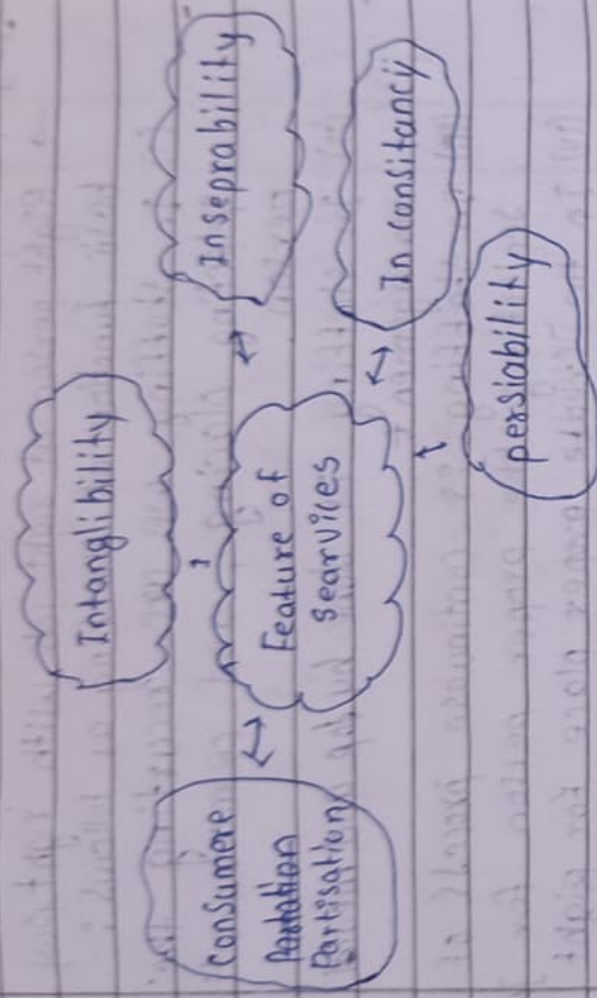
order

1. The first step of order is to find out the right place for every thing.

2. The second step of order is to find out the right time for every thing.

3. The third step of order is to find out the right person for every thing.

Q.5] (3)



- ① Intangibility : In the service we cannot see the service at time of taking service is intangible we cannot see service.
- ② Inseparability : In the service we cannot separate service and service provider, because we cannot see the service.
- ③ Inconsistency : In the service cannot same every time because service can change every time little bit of consumer to consumer.
- ④ Persisability : In the service are persisability in nature we cannot storage of service because it is intangibility.
- ⑤ Consumer participation : In the service without consumer service will never be complete for complete and proper service consumer participation needed compulsorily.



- Q.6) (i) → Right person at right job with right pay is the basic function of staffing as follows:
- (ii) In staffing we are recruiting the person selecting placing, and remuneration the person.
  - (iii) In staffing is done by top and medial, level management.
  - (iv) In staffing is continuouse process of selecting the proper person for job and then we have to pay proper salary to him then its proved from above all setement Right person at right job with right pay is basic function of staffing.

- (2) Current account is suitable for business man as follows:
- (i) In current account not restriction withdrawal and we can anytime withdrawal money.
  - (ii) In current account overdraft facility provided.
  - (iii) In current account we can do number of transaction in business through it helps.
  - (iv) The business man or trade do number of transaction in one day and in current not any restriction on withdrawal that way from above all setement.

Current account is suitable for business man.

Q.7] (1)

Storage

Transposition

Function of  
warehouse

Price  
Stabiliteit

Time and place  
utility

(i) Storage is In the warehouse main function is storage goods and service. It is important because it depend on place and it affect demand and supply.

(ii) Transposition is In warehouse the goods are transfer from one place to other person for the storage goods for when it demand.

(iii) Price stabilites is In the warehouse its depends on demand and supply of goods that way its most important point price stability.

(iv) Time and place utility is In the warehouse time utility and place utility both are fulfilled.



Q.2] (3) State Commission :-  
Member :-

In the state commission not less than 4 member are order by from central government. it appoint them. and how many member in state commission it depend on central government.

Monetary Justification :- In the state commission is take above 1 Crore and less than 10 Crore it save that.

for complain about state commission it will be done on National Commission.

President ~~President~~ Member years are state commission are 67 years and 5 years which ever is early happen of member.

State Commission is form by state government for solving consumer dispute in proper manner.

in proper manner.

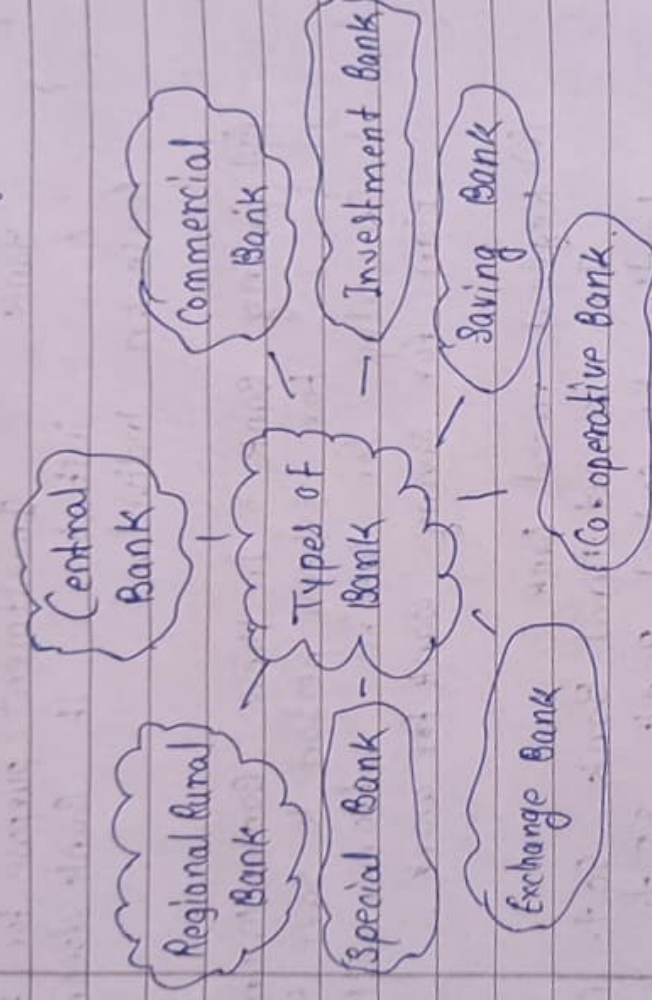
Q.8] (i)

Bank :-

A Bank is financial institution that deals with money. Bank provide loan's and and advance for the consumer. Bank also deposite money and lending it for loan.

A Bank is form by "Indian Banking regulation act 1947". All the Bank for these act.

Bank has Private, Public and foreign Banks.



- (i) Central Bank :- (i) Central Bank is apex Bank
- (ii) Every country as three own Central Bank in India RBI (~~Reserve~~ Bank of India) is Central Bank.
- (iii) Banker's Bank.
- (iv) Banker's to the Government
- (v) Framing policy.
- (vi) RBI form the act 1945 and it establie.

- (ii) Commercial Bank :- (i) Commercial Bank is main function Deposite money and lending loan and advance. (ii) Commercial Bank as two function primary and secondary.



Q.8] (2)

(ii) Private Commercial Bank :- In the private commercial bank provide finance or group of people.  
Public commercial bank :- In these public commercial bank provide loan and advance by government most of capital held by public commercial bank.

(iii) Investment Bank :- Investment Bank for the Bank investment purpose for the institutions if Bank doesn't focus on individual.

(iv) Saving Bank :- In these Bank main aim for salary person to save the money for future action and plan for saving Bank for work.

(v) Regional rural bank :-

In regional rural Bank 50% Capital holding by central Bank 35% Capital by 5% sponsor Bank and 10% Capital State government.