Harsh Tengse

Q1

1 Planning and Organising

Planning	Organising
Meaning	
Planning is deciding in advance what to do how to do it, when to do it and ~~how~~ who is to do it	Organising is the process of grouping the activities of the enterprises and establishing relationship among them
Objective	
To set goals and choosing the right way to achieve the goal	To identify and bring together all required resources
Factors	
Internal and external factors are considered in planning process	Internal and external factors are considered in arrangement process
Order	
It is the basic first function of management process	It is based on planning
Nature	
It is continuous in nature. It exists in the whole life of ~~organisatio~~ management	It takes place till all resources are collected.

3. BPO and KPO

BPO	KPO
Meaning	
BPO refers to the outsourcing of non primary activities of organization to an external organization to minize cost and increase efficiency	KPO is another kind of outsourcing function related to knowledge and information are outsourced to third party service provider
Degree of complexity	
BPO is less complex	KPO is complex
Requirement	
BPO requires process experties	KPO requires knowledge experties
Talent required in employees	
BPO requires good communic-ation skill	KPO requires professional qualified workers
Focus On	
BPO focus on low level process	KPO focus on high level process.

Scanned with CamScanner

7 Saving account and current account

Saving account	Current account
Meaning	
It is that account which is maintained by business man and other who have regular trans-action.	It is that account which is opened by individual in order to save a part of their income
Withdrawl	
Customer can withdrawl money by cheque	Customer can withdrawl money by cheque or with drawl slips.
Documents	
The bank gives a pass book cheque book, statement of account and pay-in slip book to the customer.	The bank gives a pass book, Cheque book and pay in slip book to the customer.
Who takes it	
It is suitable for traders, businessman or firms	It is suitable for fixed income groups.
Interest Rate	
Interest rate is not given	Interest rate is low
Facilities	
Temporary overdraft facility is given	No overdraft facility is given.

2. Traditional Business and ~~E~~ E-Business

Traditional Business	E - Business
Meaning	
When transaction or interaction happens face to face	When transaction or interaction happenes screen to face or through any electronic medium
Formation	
~~E-Business is eas~~ Traditional Business is not easy to to form	E-Business is easy to form.
setting up cost	
It takes huge capital in order to set up	It takes very nominal cost to set up
Risk involved	
~~High~~ risk involved ~~as there~~ is very low	huge risk is there
Scope of business	
Tradition business is limited to a particular area	E-Business covers the ~~end~~ entire world
Delivery of goods	
In traditional Business ~~resources~~ focus delivery is instant	In E-business delivery of goods takes time.

Scanned with CamScanner

Q2.

1. Write down the 14 principle of Management in detail

=

1. Division of work

The work should be delegated to the person who cans do it in the best way which results in specialization.

2. Authority and Responsibility

Authority means the right to give command and receive obedience from subordinators. Responsibility is when a person is accountable for the duties assigned

3. Discipline

Every employee has to follow the organization rules and comply with the terms of employment agreement

4. Unity of Command

Each employee should have only one ~~job~~ boss, from whom he/she receives order/instruction.

5. Unity of Direction

The work and effort of organization whole must be in same direction.

6. Subordinate interest and ~~Indi~~ general interest

The organization interest is given priority over the interest of individual

7. Remunaration of to Employee

Fair and equitable wages are to to paid to the employee to ensure their satisfaction.

8. Centralization & Decentralization

Centralization is when the top level retains authority. Decentralization is when there is delegation of authority at all level.

9. Scalar Chain

A chain of authority and communication must exists which flows from highest-lowest level.

10 Order

There must be a proper place for everything / everyone in his/ her intended place.

11. Equity

Kind and fair behaviour of manager towards worker creates a friendly atmosphere.

12. Stability of Personnel

Employee turn-over should be reduced to ensure effectiveness and efficiency.

13 Initiative

Employee need to be motivated to put forward their ideas and execute them

14. Espirit Decaps - Espirit decaps is a french word which means team spirit.

2. What are the types of bank explain in detail

=

1. Central Bank

The central bank is an apex financial institution in banking industry in the country. RBI is the central bank of our country some function of RBI as follows

i. Frames monetary policy

2. Issue of currency

3. Act as a banker to government

4. Act as a banker to commercial and other bank in India

2. Commercial Bank

In India, commercial bank are divided into three groups.

a. Public ~~Ste~~ sector is where majority of capital is held by government such as bank of India, state bank of India

b. Private sector banks are owned by group of individual ~~as~~ such as axis bank, HDFC bank. etc,

c. Foreign Bank are those which are established outside India but these banks have branches in India eg: HSBC standard ~~charted~~ chartered ~~etc~~ citi bank etc.

3. Co-operative Bank

In India Co-operative banks are registered under India co-operative Societies act and regulated under banking regulation act.

a. Primary Credit Societies

Primary credit societies work at village level. They collect deposits from member and common public

b. District Central Co-operative

These bank operate at district level. They obtain deposit from the public at the district level and also get funds from the state co-operative bank.

c. State co-operative Bank

This bank operates at state level. They provid funds to central co-operative banks and primary credit societies as required

4. Industrial Development

There are financial institution that provide medium and long term funds to the business firm.

i Provide long and medium term funds to business organization for the purpose of expansion

ii underwriting of shares issued by public ~~related~~ limited companies.

5. Exchange Bank

Exchange banks aswell as large commercial banks facilitates foreign exchange transaction. Function are as follows

1. Financing Foreign Trade Transaction
2. Issue of letter of credit
3. Discounting of bills of exchange
4. Remittance of dividend, interest and profit etc.

6. Regional rural Bank

These banks are sponsered by large public sector banks. The capital of RRB is contributed by central gov. 50%. state gov. 15%. and sponsered bank 35%.

7. Saving Bank

The main objective of saving bank is to encourage saving of the people especially in rural areas

8. Investment Bank

These bank provide financial and advisory assistance to their customer. Their generally includes business firm and government organization.