



**Section -A**

**I. Answer all the following questions in a sentence or a word. Each question carries one mark.**

**10 x 1 = 10**

1. What do you mean by levels of management?
2. What is the total number of principles contributed by Fayol?
3. Mention the first step of planning process?
4. Give the meaning of 'Informal organization'?
5. State any one method of off -the job training?
6. Name the origin of the word Motivation?
7. What is positive variation in controlling?
8. Expand NSEI.
9. Give an example for quantity gift.
10. When was consumer protection Act enacted?

**Section - B**

**II. Answer any 10 questions in two or three sentence. Each questions carries two marks.** **10 x 2 = 20**

11. Expand POSDCORB.
12. What is Gang plank?
13. Mention any two types of plans.
14. What is delegation?
15. What is divisional structure of an organization?
16. What is case study method of training?
17. Name any two styles of leadership.
18. State any two corrective actions when there is deviation?
19. Write the difference between working capital and fixed capital?
20. Name any two elements of marketing mix.
21. Mention any two channels of distribution.
22. Name any two persons who can file a complaint with the redresal agencies

**Section - C**

**III. Answer any Six questions 15 to 20 sentences. Each question carries Five marks.**

**6 x 5 = 30**

23. Explain any five features of Management.
24. Compare between responsibility and accountability.
25. Explain the different types of selection tests.

26. Explain the qualities of a successful leader.
27. What do you mean by standard in controlling? State the requirements of good standard.
28. What do you mean by a financial decision? Explain in brief the types of financial decisions.
29. Explain any five money market instruments.
30. Briefly explain any five elements of product mix.
31. What are the remedies available to a consumer as per consumer protection Act.

**Section - D**

**IV. Answer any Three questions in 20 to 30 sentence. Each question carries ten marks. 3 x 10 = 30**

32. "Management is both an art and science" Justify.
33. Explain any five types of plain.
34. Briefly explain the different methods of on-the -job training and off - the job training.
35. Describe different objectives of financial management.
36. Briefly explain the methods of sales promotion?

**Section - E**

**(Practical Oriented Questions)**

**2 x 5 = 10**

37. State any ten Fayol's principles of management.
38. Assuming that you are HR manager of a firm, state any ten sources you would look into while recruiting employees.
39. As an aggrieved consumer, write a complaint to district forum seeking redressal.

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