

J. K. SHAH CLASSES

SYJC - OC SOLUTION

DATE – 6 - 12 - 2017

TIME : 2 hrs. SET – B

TOTAL MARKS: 40

Q1.) (A) SELECT THE PROPER OPTION FROM THE OPTIONS GIVEN BELOW AND REWRITE THE COMPLETE SENTENCES: (4)

- 1) The Chairman of the National Commission is a **(Supreme Court Judge)**
a) High Court b) Supreme Court c) District Judge
- 2) National commission will entertain complains for which the value of goods or services and the compensation exceeds rupees **(Rs. 1crore)**
a) Rs. 2crore b) Rs. 1crore c) Rs. 20Lakhs
- 3) **(Division of work)** is the principle of specialisation.
a) Division of work b) Centralisation c) Discipline
- 4) Technique of study of **(Motion)** concentrates on the movements of the worker.
a) Motion b) Time c) Organisation

(B) Match the following: (2)

A	B
1) A sense of belonging	a) Internal values
2) Staffing	b) Right people at the right jobs
	c) External values
	d) Directly related to human beings

Ans 1 – c , 2 – b

(C) Write a word or a phase or a term which can substitute each one of the following: (4)

- 1) A process where managers instruct, guide and communicate with employees. **(DIRECTING)**
- 2) The process of enhancing entrepreneurial skills and knowledge through structured training and institution – building programmes. **(ENTREPRENEURSHIP DEVELOPMENT PROGRAMME)**
- 3) The principle of management which says unity is strength. **(ESPRIT DE CORPSE)**
- 4) Father of Modern Management. **(HENRY FAYOL)**

Q.2.) STATE WITH REASONS WHETHER THE FOLLOWING STATEMENTS ARE TRUE OR FALSE. (5) (ANY ONE)

- 1) The principles of equity says that the employees should be differentiated while distributing the work and making payments. **(pg no. 195 / 196)**
- 2) Co – ordination is similar of staffing. **(pg no. 227 / 228)**
- 3) Consumer protection act is the blessing for the consumers. **(pg no. 171)**

Q.3.) DISTINCTION BETWEEN (5) (ANY ONE)

- 1) District Forum VS State Commission **(pg no. 168 / 169)**
- 2) Planning VS Controlling **(pg no. 216 / 217)**

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Q.4.) SHORT NOTES (10)(ANY TWO)

- 1) Rights of Consumers (pg no. 160 / 161/ 162)
- 2) F.W.Taylor's scientific Management. (pg no. 187 / 188 / 189)

Q.5.) what is directing? Importance of Directing. (pg no. 208 / 209 / 210)

OR

What is Staffing? Features of staffing. (pg no. 205 / 206)