

**SYJC PRELIMINARY EXAMINATION**

DATE : 19.03.2021

YEAR : 2020 – 2021

DURATION : 3 HRS

MARKS : 80

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- NOTE: 1) ALL QUESTIONS ARE COMPULSORY.**  
**2) FIGURES TO THE RIGHT INDICATE FULL MARKS TO THE QUESTIONS.**  
**3) ANSWERS TO EVERY MAJOR QUESTION SHOULD BEGIN ON A NEW PAGE.**
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**Q.1. (A) Select the correct option and rewrite the sentence: (05)**

1. Principle of \_\_\_\_\_ is based on a place for everything and everything in its place.  
(a) Many Superior (b) One Superior (c) All Superiors
2. The term market is derived from the \_\_\_\_\_ word 'mercatus'.  
(a) French (b) Latin (c) Italian
3. At least \_\_\_\_\_% of the average net profit should be spent on C.S.R.  
(a) 5% (b) 2% (c) 3%
4. In India, the consumer protection act was initiated in the year \_\_\_\_\_.  
(a) 1945 (b) 1989 (c) 1986
5. For online transactions \_\_\_\_\_ are required.  
(a) Registration (b) Trading (c) Business

**(B) Match the Pairs:**

**(05)**

| <b>Group 'A'</b>           |      | <b>Group 'B'</b>   |
|----------------------------|------|--|
| (a) Henry Fayol            | (1)  | 2016   |
| (b) National Consumers Day | (2)  | Decides the ways and means to achieve what has been planned. |
| (c) Start up India         | (3)  | Scientific Management  |
| (d) Organizing             | (4)  | Modern Management  |
| (e) Registered Brands      | (5)  | It is a set of Principles                                    |
|                            | (6)  | 2019   |
|                            | (7)  | 25 <sup>th</sup> March                                       |
|                            | (8)  | ISI  |
|                            | (9)  | Trade Marks  |
|                            | (10) | 24 <sup>th</sup> December                                    |

**(C) Give one word / phrase / term for the following:**

**(05)**

1. It increases the team spirit of work place.
2. Name the philosophy related to social responsibility propounded by Mahatma Gandhi.
3. The warehouses are owned, managed and controlled by Central and State Governments or Public Authorities.
4. Subset of Outsourcing.
5. The Principle which deals with 'to do work' in an innovative way.

**(D) State 'True' or 'False'**

**(05)**

1. LPO stands for legal product outsourcing.
2. Each member of organization should receive orders only from one superior.
3. Consumer Protection Act provides protection to the consumer.
4. It is easy to set up e- business as compared to traditional business.
5. Every function of management is not based on planning.

**Q. 2 Explain the following terms / concepts: (Any Four)**

**(08)**

1. Outsourcing
2. Lok Adalat
3. Digital Market
4. Debit Card
5. Social Responsibility
6. Janhit Yachika

**Q.3 Study the following case / situation and express your opinion: (Any Two)**

**(06)**

1. In ABC Company, Mr. Ram gives instructions to the employees working under him, provides guidance and motivates them for their best performance. On the other hand, Mr. Shyam takes effort to harmonize the work done by the employees of different department while achieving organizational goal. Mr. Ashok is looking after the arrangement of required resources to the business organization.

**Mention the name of the employee engaged in the following functions:**

- (i) Organization
  - (ii) Direction
  - (iii) Co-ordination
2. Mrs. Rani, a resident of Latur District bought a washing machine worth Rs.30,000/- without a cash memo and with a warrantee period of 2 years. After 1.5 years, she noticed some defect and asked to company to repair or replace it. The Company did not accept her complaint despite, it being a defective product.

**In the above case,**

- (i) Suggest a suitable redressal machinery to protect her right.
  - (ii) If she is not satisfied with the decision given by the redressal machinery, where should she appeal?
  - (iii) What was the negligence of Mrs. Rani while buying the washing machine?
3. Ms. Sneha has started a new business two years ago. Her customers are located in different parts of the country and are directly depositing the bill amount in her business account. At the same time, she used to pay various payments from this account only.
- (i) Identify the type of account maintained by Ms. Sneha.
  - (ii) Suggest any one modern way of money transfer to Ms. Sneha.

(iii) What kind of facility does she get on her bank accounts.

**4. Distinguish between: (Any three) (12)**

1. Commercial Bank and Central Bank
2. E- Commerce and E – Business
3. District Commission and National Commission
4. Marketing and Selling

**5. Answer in Brief: (Any Two) (08)**

1. State any four features of Business Services.
2. Explain, any five principles of Management by Henry Fayol.
3. State any four rights of the Consumer.

**6. Justify the following statements: (Any Two) (08)**

1. With creativity, farmers can expand their Agro tourism business.
2. Principles of Management are flexible in Nature.
3. Promotion plays an important role in Marketing.

**7. Attempt the following: (Any Two) (10)**

1. What are the various E- banking services available to a common man?
2. Describe any five points of importance-of staffing.
3. What is the social responsibility of the Commercial Organisation towards the Consumers?

**8. Answer the following: (Any One) (08)**

1. What is Insurance? Explain the principles of Insurance.

**OR**

2. Explain the functions of Marketing in detail.

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**Practice Application Based Test**

Name: \_\_\_\_\_ Year 2020-21

Roll No. \_\_\_\_\_ Class: SYJC Div \_\_\_\_\_

Subject: O.C.M

Date: 19/03/21

Duration: 1 Hour

Marks: 20

Note: 1) All questions are compulsory.

2) Figures to the right indicate full marks to the questions.

3) Answers to the questions are to be written in this paper itself.

**Q.1 Correct the underlined word and rewrite the following sentences. 4 Marks.**

1. Management techniques are applied differently under different conditions.

Ans. \_\_\_\_\_  
\_\_\_\_\_

2. The loan taken under stand-up India scheme is repayable in ten years

Ans. \_\_\_\_\_  
\_\_\_\_\_

3. Whole Life policy is taken for a specific period.

Ans. \_\_\_\_\_  
\_\_\_\_\_

4. E-commerce is superset of E-business.

Ans. \_\_\_\_\_  
\_\_\_\_\_

**Q.2 Complete the sentences.**

**4Marks.**

1. \_\_\_\_\_ is an integral part of direction functions.
2. Social responsibility is broader than \_\_\_\_\_ responsibility.
3. A District commission shall be established by \_\_\_\_\_.
4. \_\_\_\_\_ is a slip which is found on the product and provides all the information regarding the product and its producer.

**Q.3 Find the Odd one**

**3 Marks.**

1. Voyage policy, Time Policy, Average Policy, Mixed Policy

Ans. \_\_\_\_\_.

2. BPO, RTO, LPO, KPO.

Ans. \_\_\_\_\_

3. Timely payment of taxes, earning foreign exchange, creating goodwill, political stability.

Ans. \_\_\_\_\_

**Q.4 Study the following case/situation (any 3 out of 4)**

**9Marks**

1. Mr. Ram, an emerging entrepreneur has designed a structure of his business organization by taking into consideration the required resources such as land, money, machinery, workforce etc, for his new business. He appointed Mr. Shyam as a manager Mr. Ram has assigned the responsibilities such as a recruitment selection, training and development and to determine the remuneration of the employee's to Mr. Shyam. Mr. Ram has also appointed Mr. Shubham to supervise the work done by the employees according to the standards given to the employees. On this context, find out the management functions performed by i) Mr. Ram ii) Mr. Shyam iii) Mr. Shubham

Ans

i) \_\_\_\_\_  
\_\_\_\_\_

ii) \_\_\_\_\_  
\_\_\_\_\_

iii) \_\_\_\_\_  
\_\_\_\_\_

2) Mrs. Meera a resident of Nagpur District bought a washing machine worth Rs. 50,000 without cash memo with a warrantee period of 2 years. After 1.5 years she noticed some defect and asked the company to repair or replace it. The company did not accept her complaint despite of the defective product.

In the above case,

i) Suggest suitable redressal machinery to protect her right.

Ans. \_\_\_\_\_  
\_\_\_\_\_

ii) If she is not satisfied with the decision given by redressal machinery, where should she appeal?

Ans. \_\_\_\_\_  
\_\_\_\_\_

iii) What was the negligence of Mrs. Meera while buying the washing machine?

Ans. \_\_\_\_\_  
\_\_\_\_\_

3. Mr. Harshad is an entrepreneur and engaged in production of eco-friendly utensils. Both male and female workers are working in his factory. All male employees are directly working on machines whereas female employees are working in Packaging Department. Mr. Sharath is working as Finance Manager while Mrs. Naina is working as HR Manager who is responsible for recruiting employees in the factory. On this basis:

i) Identify any one principle of management in above case.

Ans. \_\_\_\_\_  
\_\_\_\_\_

ii) What is the designation of Mrs. Naina in this organization?

Ans. \_\_\_\_\_  
\_\_\_\_\_

iii) Who is responsible for overall planning of the organization?

Ans. \_\_\_\_\_  
\_\_\_\_\_

4. Mr. Soham is young MBA degree holder, Mr. Navin is B.Com graduate. Mr. Soham is willing to start dairy farm at his village. Mr. Navin is willing to work as cashier in Private Company.

i) Find out dream of Soham and Navin.

Ans. \_\_\_\_\_  
\_\_\_\_\_

ii) State any one characteristic of Entrepreneur.

Ans. \_\_\_\_\_  
\_\_\_\_\_

iii) To become successful entrepreneur, state one functions of entrepreneur.

Ans. \_\_\_\_\_  
\_\_\_\_\_