

F4 BBI / P0 M / (75)

Q.P. Code : 779101

Duration : 2 ½ hours

Maximum marks: 75

- NOTE:** (i) All questions are compulsory
(ii) Figures to the right indicate full marks.

Q1. (a) Fill in the blanks by choosing the correct alternatives (**Any Eight**)

1) Management is on _____, science and profession.

- a) Art b) Law c) politics

2) Taylor supported _____ study .

- a) census b) work c) market

3) Traditional management is based on old _____ .

- a) customs b) records c) policies

4) Planning is a _____ process.

- a) physical b) virtual c) mental

5) Know Your Customer (KYC) is part of _____ risk.

- a) technical b) operational c) physical

6) Delegation _____ burden on the superior.

- a) reduces b) increases c) balances

7) IRDA has _____ functions.

- a) regulatory b) audit c) legal

8) _____ has made positive contribution to Indian IT sector.

- a) Azim Premji b) Verghese Kurien c) Adity Birla

9) The Hinduja Group is a global conglomerate company head quartered

in _____ .

- a) Mumbai b) London c) Tokyo

10) Present president of Asian Development Bank is _____ .

- a) Takehiko Nakao b) Jim Yong Kim c) Haruhiko Kuroda

08

MUPD16502 SEP 11 11:44:59 PM

TURN OVER

(B) State whether the following statements are **True** or **False** (Any Seven) 07

- 1) Management is doing the work.
- 2) Dual command is not dangerous.
- 3) Planning is economical.
- 4) Co-ordination happens on its own.
- 5) Informal Organisation is not governed by rules.
- 6) Functional organisation is most commonly used in banks.
- 7) Industrialists constitute the poorest section of the society.
- 8) Dr. Verghese Kurien made India an exporter of software services.
- 9) Narayan Murthy believes in creating wealth legally and ethically.
- 10) To promote exchange rate stability is one of the objectives of IMF.

Q.2 a) Define management. Explain the importance of management. 08

b) Explain the Henri Fayol's fourteen principles of management. 07

OR

a) State and explain the features of contemporary management. 08

b) Define staffing. Discuss the staffing process in banking companies. 07

Q.3 a) What are the advantages of planning? 08

b) What is directing? Explain the principles of direction. 07

OR

a) How to motivate employees in the insurance sector? 08

b) Explain the merits and demerits of formal and informal organisation structures. 07

TURN OVER

- Q.4 a) Describe the organisation structures in Banking companies (any four) . 08
- b) Write a note on K. V. Kamath and describe the contribution of K. V. Kamath in the progress of ICICI Bank. 07

OR

- a) Explain the contributions of Mr. Narayan Murthy in the growth of Infosys. 08
- b) Write a note on the President of World Bank. 07

- Q.5 Write Short notes on the following (Any Three) 15
- 1) Management as a Profession
 - 2) TQM
 - 3) Advantages of Decentralization of Authority
 - 4) Departmentation by Functions
 - 5) Contributions of Peter Drucker.
