

Note : 1) All Questions are compulsory.
2) Figures to right indicate full marks.

Q.1 A) Choose the right answer with your reasoning (Any Eight)

(08)

1. India is a _____ borrower of world bank.
 a) minor b) major c) safe d) dangerous
2. Godrej is a _____ business group.
 a) profit oriented b) consumer friendly
 c) Monopoly oriented d) expansion oriented
3. R.B.I started functioning from _____
 a) April 01, 1935 b) March 06, 1934
 c) Jan 01, 1949 d) April 01, 1936
4. Management is _____.
 a) doing the work b) getting the work done
 c) getting updated d) getting paid
5. _____ is the most creative of all human pursuits.
 a) profession b) science c) Art d) Engineering
6. Family run business is less _____.
 a) Profitable b) Professionalized c) demanded d) demanding
7. Delegation is transfer of contain _____.
 a) accountability b) responsibilities c) power d) document
8. Coordination is the _____ of management.
 a) Focus b) essence c) centre d) basis.
9. _____ is needed at all levels of management.
 a) Co-ordination b) staffing c) quality control d) budgeting
- 10) kyc is a part of _____ risk.
 a) technical b) operational c) physical d) mental

Q.1 B) True/False (Any Seven)

(07)

1. Management is an economic resources.
2. Lower management maintain discipline.
3. Banks use CRM programme.
4. Traditional management is unsuitable to large business.
5. Duel command is not dangerous.
6. Co-ordination is a fixed entity.
7. Planning equals rigidity
8. Formal organization is unwritten.
9. Departmentation links departments.
10. Small bank set up zonal offices.

Q.2 a) Define the concept of management? Explain its features.

(08)

b) Discuss the importance of controlling in management.

(07)

OR

c) Define profession? Is a management a profession?

(08)

d) Why is Henry Fayol regarded as father of Modern management?

(07)

- Q.3 a) What is staffing? Explain the process. (08)
b) Define M.B.O and state advantages and limitations. (07)
- OR**
- c) Explain basic functions of management. (08)
d) Describe CRM program in Banking sector. (07)
- Q.4 a) What is an organization structure? Explain its importance. (08)
b) What is formal organization? state its features (07)
- OR**
- c) Where is committee organization? state its features. (08)
d) Describe benefits of centralization. (07)
- Q.5. **Write a short notes (Any three)** (15)
1. Departmentation by process
 2. Division of labour
 3. Motivation
 4. Management is a science
 5. Span of control
