

POM  
Seat No.

Duration:- 2½

512301123

Marks:-75

Note:- A) All the questions are compulsory.

B) Each question carries equal marks.

C) Figures (Diagrams /Charts) indicate full marks.

Q.1 a) Fill in the following Blanks:- (Any 8)

CO1,2,3,4-  
U/R/E,APP 08M

1. \* Banking services are based on \_\_\_\_\_.  
a) Internet      b) MBO      c) CRM.
2. \_\_\_\_\_ is team building towards commitment to improvement.  
a) Six sigma      b) professionalization      c) TQM.
3. Vijay Govindrajan worked as a consultant with \_\_\_\_\_.  
a) IBM      b) Unilever      c) Cipla.
4. In insurance companies \_\_\_\_\_, timing & integrating co-ordinating work is done.  
a) balancing      b) formulating      c) communicating.
5. \_\_\_\_\_ organisation is a compromise between centralised & decentralised organisation  
a) General      b) Operational      c) regional.
6. IRDA favours higher \_\_\_\_\_ with customer.  
a) Investment      b) Interaction      c) dealings.
7. The credit of initiating progressive & employee friendly activities in Tata Group goes to \_\_\_\_\_.  
a) Ratan Tata      b) JRD Tata      c) Russi Modi.
8. \_\_\_\_\_ is rightly treated as an influential personality in the private Banking sector.  
a) Chanda Kochhar      b) Raghuram Rajan  
c) Naina Lal Kidwai.
9. \_\_\_\_\_ has made positive Contribution to Indian IT sector.  
a) C.K. Prahalad      b) Raghuram Rajan      c) Azim Premji.
10. In line & staff organisation \_\_\_\_\_ work together.  
a) Government      b) line people      c) line & staff both

Q1.B) State whether following statements are True or False (Any 7)

CO1,2,3,4-  
U/R/E/A,APP 07M

1. Contemporary management is against employee training.
2. Management is a social process.
3. A good co-ordinator is not a good leader.
4. Customers recommendations improve Bank Deposits.
5. Informal organisation is shown through organisation chart.
6. General manager is the administrative head in every banking organisation.

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7. IRDA ensures highest possible security to policy-holders.
8. Successful industrialists exist in only rich & developed countries.
9. Customer service is given low priority in HDFC Bank.
10. Anand Mahindra is the chairman of Mahindra & Mahindra company.
- Q2. A) Define management & explain its levels. CO1,2,U/R 08M  
 B) State & explain the need & importance of management in Banking. 07M
- OR
- C) Explain the term management & also explain its characteristics. CO1,2,U/R 15M
- Q3. A) What is MBO? Who introduced MBO concept? What is MBO process? CO1,2,3,U/R/APP/E 08M  
 B) What is departmentation? What are the different bases for departmentation? CO1,2,3,4-U/R/E/APP 07M
- OR
- C) Discuss the reasons of conflicts between Line & staff managers. CO1,2,3,U/R/E 15M
- Q4. A) What is the importance of organisation structure? CO1,2,3,U/R/A 08M  
 B) How can you resolve conflicts between line & staff organisation? CO1,2,3U/R/E/A 07M
- OR
- C) Explain decentralised organisation. What are its advantages & Limitations? CO1,2,3,4U/R/A/APP 15M
- Q5. Write Short Notes (Any 03) CO1,2,3,4,U/R/A/APP 15M  
 A) Features of Contemporary management.  
 B) Contribution of Mr. Narayan Murthy in the growth of Infosys.  
 C) Management principles given by F. W. Taylor.  
 D) Factors motivating bank staff.  
 E) CRM in LIC.

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