

Q. I]

1] Explain the types of business.

→ 1] Service:

Service enterprise provides the services which are called as intangible goods.

- Some companies provide services after sell of their products to the consumers.

- e.g. entertainment, consultancy, tele-comm, banking, hospitality, call centers, etc.

2] Manufacturing:

Many other business depends on it.

- In manufacturing, items are produced using raw material.

- e.g. cellphones, computer, stationary, etc.

3] Trade:

This is concerned with the distribution of products in sale, transfer, exchange of goods.

→ 2] State the qualities of good leadership.

1] Honest

2] Forward-looking

3] Competent

4] Inspiring

5] Intelligent

→ 3] List the types of organization.

1] Line

2] Line & Staff

3] Functional

4] Project.

4) Why it is necessary to have controlling function of management?

- Manager assumes that everything occurs as per plans made.
- So when the work is diverted from the standards, then controlling is required.
- This involves three elements:-
 - i] Establishing standards of performance.
 - ii] Measuring current performance & comparing it against the established standards.
 - iii] Taking action to correct any performance that does not meet those standards.
- If controlling is not, then there is no guarantee that the objectives which have set will be achieved.

Q.2] i] Define management, list the duties of management.

Management:
Management is an organization or business is an act of getting people together who works towards the same goal.

- Duties of management:-
- 1) Planning
 - 2) Organizing
 - 3) Directing
 - 4) Controlling
 - 5) Motivating
- e.g) Co-ordinating
7) Decision making.

ii] What are the different levels of management? Explain.

1] Top Level Management:-

- At top level only few people are present. like MD, chairman, CEO etc.
- It is also known as ~~the~~ strategic level.
- Important decisions related to whole organization is taken by top management. This level performs the functions like
 - i] Defining goal of organization
 - ii] Defining mission & vision.
 - iii] Making different long term policies for organization.

2] Middle Level of Management:-

- This level includes people like senior managers, Manager of different department, like finance, HR, Production etc.
- This level people tactically manages the whole organization & reach to the goal defined by top management.

Functions -

- i] Planning of their work
- ii] Allocating different resources
- iii] Monitor the progress
- iv] Direct & control the people & processes
- v] Reporting to the top management.

3] Lower Level Management:-

- At this level large no. of people working.
- It is operational level. It includes

people like clerks, Supervisors, data entry operators, incharge of different departments.

- This level people do day to day activities to complete the goal.

Functions

- 1) Conduct day to day activities.
- 2) Monitor daily progress
- 3) Reporting to the middle level mana.

3] State principles of management. Explain any one of them.

→ 1) Division of work

- 2) Authority & responsibility
- 3) Discipline.
- 4) Unity of command.
- 5) Unity of direction.
- 6) Subordination of individual interest to general interest.
- 7) Remuneration of personnel.
- 8) Centralization
- 9) Scalar chain
- 10) Order
- 11) Equity
- 12) Stability of tenure of personnel
- 13) Initiative
- 14) Espirit de Corps.

Division of work:-

Division of work & specialization produces more & better work with the same efforts.

Q.3] 1) Differentiate between administration & management.

Administration

Management.

1) IT is concerned about the determination of objectives & major policies of an organization.

2) IT is a determinative function.

3) IT takes major decisions of an enterprise as a whole.

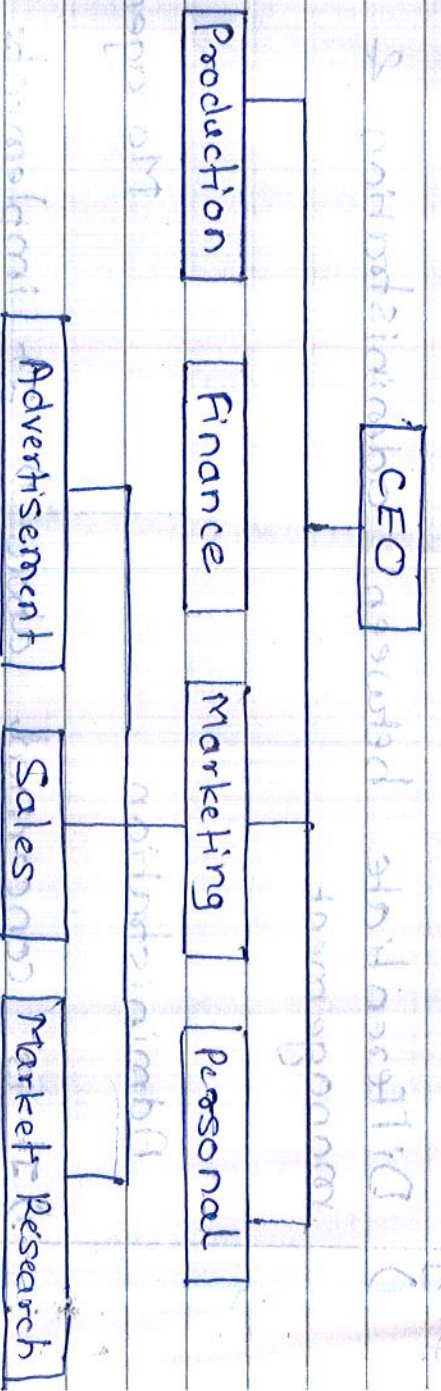
4) IT is top level activity.

5) eg. Government, military, educational & religious organizations.

2) What is Departmentation? State its advantages.

- When the size of organization grows, increases then it is necessary to make the departmentation.

- It is defined as the process of breaking down an organization into various departments.



- It is necessary because it limits the number of subordinates of a manager.

* Advantages

- 1) Persons can be made accountable for the results.
- 2) Managers are allowed to take initiative & learn new managerial skill.
- 3) No confusions.
- 4) work done smoothly
- 5) Quality of product increases.

3] Explain the planning function of management.

→ Planning :-

It is the set of steps to do particular activity in systematic manner.
- It is base of success of any organization
- The best plans produce best results
- All remaining functions are depends on this.

Objective of good planning are.

- 1) To achieve the organizational goal
- 2) To create the feasible work schedule.
& complete work within the time.
- 3) To utilize resources in proper way
by minimizing wastage.
- 4) For budgeting for different projects
or works.