

MARTHOMA RESIDENTIAL SCHOOL TIRUVALLA

FIRST TERMINAL EXAMINATION 2017-18

Time: 3 Hours

Mark: 80 Marks

STD XII

COMMERCE

PART A

Answer all questions

1. Define Motivation?
2. Explain the principle of Espirit De corps advocated by Henry Fayol
3. What are the steps involved in the process of recruitment?
4. Write any two features of Management
5. What is Supervision?
6. Define delegation of authority
7. Define Formal Organization
8. State any two point of difference between recruitment and selection
9. Why is feedback an important element in the process of communication?
10. Name the type of plan in each of the following cases
 - a) Office phones should not be used for personal calls
 - b) Only graduates are recruited in Deepak Enterprises

(10X2=20)

PART B

Answer any 5

11. a) State the need for the principles of management (4)
- b) What are the features of informal organization? (4)
- c) Briefly explain the merits of training to organization (4)

12. a) Briefly explain the functions of a supervisors (4)
b) How is the principle of "Stability of tenure" and equity important to an organization (4)
c) Explain why management is considered to be an art (4)
13. a) Bring out the distinction between the principles of Taylor and Fayol (4)
b) Describe the importance of staffing (4)
c) Difference between rule and method (4)
14. a) Describe in brief the steps involved in planning (5)
b) Difference between centralization and decentralization (4)
c) Describe management as a discipline (3)
15. a) Explain the importance of management in modern times (5)
b) No enterprise can achieve its objectives without systematic planning
Give reasons in support of your answer (4)
c) What are the qualities of a good leader (3)
16. a) Difference between *functional* and *divisional structure* (4)
b) Explain various types of test used in selection procedure (5)
c) Write a note on Programme (3)
17. Write a *short note* on
a) Line and staff organization (4)
b) Maslow theory of needs (4)
c) Internal source of recruitment (4)
18. a) Differences between management and administration (4)
b) Explain any *four* ways of overcoming barriers to communication (4)
c) What are the limitation of planning? (4)