

MARTHOMA RESIDENTIAL SCHOOL TIRUVALLA  
FIRST TERMINAL EXAMINATION 2019-2020

STD XII

Time: 3Hrs  
Mark: 80 Marks

COMMERCE

PART A  
Answer all questions

Question 1

- i. What is *Supervision* ?
- ii. Define *Management*
- iii. State *any two* differences between recruitment and selection
- iv. What is *formal organization* ?
- v. Write *any two* importance of objectives
- vi. What is *feedback* in the process of communication?
- vii. Discuss *the need of* principles of management
- viii. Explain *any two* importance of controlling
- ix. What is *management by exception*?
- x. Differences between *Procedure and rule*.

(10x2=20)

PART B  
(Answer any five)

Question 2

- a) Explain *any five ways* of overcoming barriers to communication (5)
- b) Differentiate between *Functional organization and divisional organization* (4)
- c) What are the *features* of programme? (3)

**Question 3**

Write short notes on :

- a) Maslows theory of needs . (4)
- b) Line and staff organization. (4)
- c) On the job methods of training . (4)

**Question 4**

- a. Explain the *features of planning* as an function of management. (5)
- b. Describe *any four* qualities of a good leadership. (4)
- c. Planning and controlling are *both forward and backward* looking .Comment . (3)

**Question 5**

- a. Discuss *the five steps* involved in process of staffing (5)
- b. What are the *characteristics* of informal organization (4)
- c. What are the *objectives of management* ? (3)

**Question 6**

- a. Explain *the importance* of training. (5)
- b. Differences between *delegation and decentralization*. (4)
- c. Explain the process of motivation. (3)

**Question 7**

- a. Briefly explain *the steps in the process of organizing*. (5)
- b. Define the term *strategy*? What are its *characteristics*? (4)
- c. Explain *management as an activity*. (3)

**Question 8**

- a. Why *management is considered as science?* (4)
- b. Explain following *principles of management* (4)
  - 1. Equity
  - 2. Discipline
  - 3. Division of work
  - 4. Unity of direction
- c. What are *the limitations of planning?* (4)

**Question 9**

- a. What are *factors determining span of control?* (5)
- b. What are *the characteristics* of principles of management? (4)
- c. Difference between *administration and management* . (3)

\*\*\*\*\*