

DAY — 09

SEAT NUMBER

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2024	VII	26	1100	J-186	(E)
ORGANISATION OF COMMERCE AND MANAGEMENT (51)					
Time : 3 Hrs.		(7 Pages)		Max. Marks : 80	

- Note :** (i) *All questions are compulsory.*
(ii) *Figures to the right indicate full marks for the questions.*
(iii) *Figures to the left indicate question numbers.*
(iv) *Answer to every question must be started on a new page.*

Q. 1. (A) Select the correct options and rewrite the sentences : (5) [20]

- (1) F.W.Taylor recommended total _____ foremen to control the various aspects of production.
- (a) eight
(b) three
(c) two
- (2) Banks provide overdraft facility to _____ account holders.
- (a) saving
(b) current
(c) fixed deposit

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- (3) For online transactions _____ is required.
- (a) business
 - (b) trading
 - (c) registration
- (4) Business organisations should protect health and provide safety measures to _____.
- (a) owners
 - (b) employees
 - (c) investors
- (5) The president of District Consumer Commission is a _____.
- (a) District Judge
 - (b) High Court Judge
 - (c) Supreme Court Judge

(B) Match the correct pairs : (5)

- | Group 'A' | Group 'B' |
|--------------------------------------|--|
| (a) Directing | (1) Single seller |
| (b) Warehousing | (2) It is the process of recruiting, selecting, placing and remunerating |
| (c) Outsourcing | (3) To maintain solvency and prestige |
| (d) Responsibility towards investors | (4) Road transport Office (RTO) |
| (e) Monopoly | (5) Time utility |

- (6) To serve society
- (7) Multiple sellers
- (8) Place utility
- (9) It is the process of instructing, guiding, communicating and motivating.
- (10) Business Process Outsourcing (BPO)

(C) Find the odd one : (5)

- (1) Selecting, Training, Co-ordinating, Placing.
- (2) B2B, B2C, A2Z, C2C
- (3) Endowment policy, Whole life policy, Money back policy, Blanket policy.
- (4) District commission, State commission, NGO, National Commission.
- (5) Primary market, Secondary market, Retail market, Terminal market.

(D) State whether the following statements are true or false : (5)

- (1) Co-operation is not necessary for smooth flow of organizational activities.
- (2) Businessmen are trustees of the society.

- (3) Business services are important for the growth of business.
- (4) Consumer Protection Act provides protection to the producer.
- (5) The term market is derived from Greek word 'Mercatus.'

Q. 2. Explain the following terms / concepts (Any FOUR) : [8]

- (1) Wholesale market
- (2) Utmost good faith
- (3) Packaging and Labelling
- (4) Janahit Yachika
- (5) Principle of Scalar Chain
- (6) Services

**Q. 3. Study the following case / situation and express your opinion [6]
(Any TWO) :**

- (1) Mr. Sanjay is a businessman. He has his own factories in Pune and Nashik. He lives in Pune with his wife and 2 daughters aged 5 and 8 years.
 - (i) Can Mr. Sanjay take a life insurance policy for his wife and children?

- (ii) Can Mr. Sanjay take a marine insurance policy for his factories?
- (iii) Which type of insurance should Mr. Sanjay take for protecting his factories from loss due to fire?
- (2) Mr. Jay purchases some gift articles online from www.flipkart.com. At the same time Sheetal purchased gifts from e-bay.com.
- (i) Which website is related to C2C?
- (ii) Which website is related to B2C?
- (iii) Which first step Mr. Jay should follow while doing online transaction?
- (3) Yashwant Co. Ltd. is providing facilities for their female staff like day care centre for kids and work from home facility. Even management takes their suggestions while taking the decisions though they are members of trade union.
- (i) By doing this they are following social responsibilities towards which interest groups?
- (ii) What values are they presenting?
- (iii) What kind of responsibilities employer follows in above case?

Q. 4. Distinguish between the following (Any THREE) : [12]

- (1) State Commission and National Commission
- (2) Central Bank and Commercial Bank
- (3) Organising and Staffing
- (4) BPO and KPO

Q. 5. Answer in brief (Any TWO) : [8]

- (1) Explain any four significance of marketing to the society.
- (2) Explain any four rights of consumers.
- (3) Explain any four responsibilities of business towards government.

Q. 6. Justify the following statements (Any TWO) : [8]

- (1) Principle of equity is important.
- (2) The Consumer Protection Act was passed in the interest of consumers.
- (3) Market is 'a place where businessmen transact.'
- (4) Air transport is the fastest mode of transport.

Q. 7. Answer the following (Any TWO) : [10]

- (1) Explain importance of marketing to the consumers.
- (2) Explain any five functions of entrepreneur.
- (3) Explain principles of scientific management.

Q. 8. What is Warehousing? Explain its types.

[8]

OR

Define planning and explain the importance of planning.

