

BCH. 102 Business Organization & Management.

Section A: Long Answer Questions

Unit I

1. Define business and explain its objectives.
2. Describe the nature ,element and purpose of management.
3. Discuss the concept and importance of social responsibility of business.
4. Discuss the meaning and importance of establishing a new business.
5. Explain the principles of organization in detail.
6. Explain the factors determining the size of a business unit.
7. Describe the concept of optimum size and how it is measured.
8. Evaluate the social responsibilities of business in developing economies.
9. Explain the classification of business according to size.
10. Describe the process of business establishment.

Unit II

1. Explain Fayol's 14 principles of management with examples.
2. Compare Sole Proprietorship and Partnership in terms of advantages and limitations.
3. Explain the functions and importance of management in business.
4. Discuss the criteria for the formation and choice of business organization.
5. Distinguish between public and private business enterprises.
6. Discuss the characteristics of business organizations.
7. Elaborate the types of public sector enterprises.
8. Define and explain the concept of Partnership Firm.
9. Compare different forms of business ownership.

10. Evaluate the significance of organizational norms in business success.

Unit III

1. Define planning and discuss its various types.
2. Discuss the concept of Management by Objectives (MBO).
3. Explain the steps involved in the planning process.
4. What is organizational structure? Explain its importance.
5. Explain different types of plans with examples.
6. Discuss the process and importance of forecasting.
7. Describe the significance and process of decision-making.
8. What are the principles of organizing?
9. Describe the concept and components of organizational design.
10. Explain the limitations and challenges of planning.

Unit IV

1. Explain Maslow's Need Hierarchy Theory in detail.
2. Explain the concept of job enlargement and its impact on employees.
3. Describe various motivational techniques used in organizations.
4. Discuss Herzberg's Two Factor Theory of motivation.
5. Discuss different leadership styles and their effectiveness.
6. Compare and contrast Maslow's and Herzberg's theories.
7. Describe the principal tasks of leadership.
8. Explain the approaches to leadership in modern business.
9. Discuss the principles and importance of direction in management.
10. Discuss leadership role in conflict resolution.

Unit V

1. Define controlling and explain its significance in management.
2. Describe the steps involved in the process of controlling.
3. Discuss various types of control techniques.
4. Describe the principles of controlling with examples.
5. Discuss the need and importance of control in management.
6. Describe the relationship between planning and controlling.
7. Discuss the advantages and limitations of control systems.
8. Explain how effective controlling leads to better decision-making.
9. Compare feedforward and feedback control mechanisms.
10. Discuss the integration of control systems with management functions.

Section B: Short Answer Questions

Unit I

1. Define business.
2. What is social responsibility?
3. Mention two principles of organization.
4. Define optimum size.
5. List any three objectives of business.
6. What is meant by the size of business unit?
7. Name two factors determining business size.
8. Define organization.
09. What is measurement of size?
10. Differentiate between small and large business.

Unit II

1. Define Sole Proprietorship.
2. What is a Partnership Firm?
3. What is meant by business organization?
4. Define management.
5. Mention one difference between public and private business.
6. Define business formation.
7. Name a recent management theory.
8. What is partnership deed?
9. Mention a characteristic of public enterprise.
10. Define private enterprise.

Unit III

1. Define planning.
2. What is MBO?
3. Mention any two types of plans.
4. What is decision-making?
5. What is forecasting?
6. Define authority.
7. What is organizational structure?
8. What is organizational design?
9. What is delegation of power?
10. State a limitation of planning.

Unit IV

1. What is motivation?
2. Define leadership.
3. Mention one assumption of Maslow's theory.
4. State one component of Herzberg's theory.
5. Define job enlargement.
6. What is direction in management?
7. What is the role of a leader?
8. What is the need for direction?
9. What is special motivation?
10. Write a difference between Maslow and Herzberg theories.

Unit V

1. What is control?
2. Define controlling process.
3. What is feedback control?
4. State a human aspect of control.
5. Mention one tool used in controlling.
6. What is feedforward control?
7. Define performance appraisal.
8. Write the first step in control process.
9. What is deviation analysis?
10. Why is controlling needed?

Section C: Objective Questions (Multiple Choice)

Unit I: Introduction to Business Concepts

1. **What is the primary objective of a business?**
 - A. Employment
 - B. Profit earning
 - C. Charity
 - D. Entertainment
2. **Which of the following describes the social responsibility of business?**
 - A. Maximizing employee turnover
 - B. Minimizing tax payments
 - C. Contributing to society's welfare
 - D. Ignoring environmental concerns
3. **Which factor does NOT influence the size of a business unit?**
 - A. Market conditions
 - B. Availability of finance
 - C. Employee interests
 - D. Managerial ability
4. **Optimum size of a business refers to:**
 - A. The smallest size possible
 - B. Maximum number of employees
 - C. Most efficient size for operations
 - D. Maximum capital investment
5. **Business objectives are:**
 - A. Set by government
 - B. Uniform for all organizations
 - C. Unique to each business
 - D. Irrelevant to business planning
6. **Principles of organization do NOT include:**
 - A. Unity of command
 - B. Centralization
 - C. Employee dissatisfaction
 - D. Division of work
7. **Business is primarily concerned with:**
 - A. Providing government aid
 - B. Producing and distributing goods/services
 - C. Conducting charity
 - D. Avoiding profit

8. **Size of a business is measured by all except:**

- A. Capital investment
- B. Number of employees
- C. Monthly sales
- D. Number of holidays

9. **Establishing a new business involves:**

- A. Closing old units
- B. Skipping planning
- C. Legal formalities
- D. Avoiding finance

10. **Objectives provide:**

- A. Financial audit
- B. Direction to business activities
- C. Political ideology
- D. Legal disputes

Unit II: Norms of Business Organization

11. **Which of the following is a form of business organization?**

- A. Cooperative society
- B. Public library
- C. NGO
- D. Government ministry

12. **A sole proprietorship is characterized by:**

- A. Joint decision making
- B. Shared liability
- C. Single ownership
- D. Shareholders

13. **Partnership firm is governed by:**

- A. Company Law
- B. Indian Partnership Act
- C. Labor Laws
- D. Banking Regulations

14. **Public sector enterprises are owned by:**

- A. Private individuals
- B. Foreign companies
- C. Government
- D. Partnerships

15. **Fayol's principle of scalar chain refers to:**

- A. Linking production and marketing
- B. Hierarchical communication

- C. Employee satisfaction
- D. Machinery usage

16. Private businesses aim primarily for:

- A. Public welfare
- B. Community service
- C. Profit generation
- D. Tax exemption

17. The purpose of management is to:

- A. Increase employee grievances
- B. Minimize production
- C. Achieve organizational goals
- D. Avoid planning

18. Recent development in management thought includes:

- A. Ignoring human behavior
- B. Emphasis on systems theory
- C. Focus only on profit
- D. Discouraging leadership

19. Elements of management include all except:

- A. Planning
- B. Organizing
- C. Gardening
- D. Controlling

20. Formation of business involves:

- A. No formal process
- B. Legal and procedural steps
- C. Avoiding registration
- D. Closing bank accounts

Unit III: Planning and Organising

21. Planning involves:

- A. Execution only
- B. Setting objectives
- C. Ignoring resources
- D. Ending business

22. Types of plans do NOT include:

- A. Strategic
- B. Operational
- C. Physical
- D. Tactical

23. **MBO stands for:**
- A. Management by Organization
 - B. Management by Objectives
 - C. Modern Business Operation
 - D. Market-Based Output
24. **Forecasting is used for:**
- A. Budget mismanagement
 - B. Estimating future trends
 - C. Avoiding decisions
 - D. Ignoring market
25. **Decision-making is a part of:**
- A. Organising only
 - B. Planning process
 - C. Random tasks
 - D. None of these
26. **Organisational structure defines:**
- A. Political views
 - B. Product variety
 - C. Hierarchical relationships
 - D. None of these
27. **Which of the following is NOT a step in planning?**
- A. Setting objectives
 - B. Identifying alternatives
 - C. Ignoring past data
 - D. Evaluating alternatives
28. **Authority is linked to:**
- A. Power to act
 - B. Ignoring decisions
 - C. Lack of responsibility
 - D. Avoiding delegation
29. **Organisational design refers to:**
- A. Building architecture
 - B. Job and role structure
 - C. Graphic layout
 - D. Wall painting
30. **Purpose of planning is to:**
- A. Waste resources
 - B. Provide direction
 - C. Increase conflicts
 - D. Avoid organization

Unit IV: Motivation, Leadership & Direction

31. **Maslow's theory is based on:**
 - A. Economic theory
 - B. Need hierarchy
 - C. Tax management
 - D. Political interests
32. **Herzberg's two-factor theory includes:**
 - A. Physical and mental needs
 - B. Hygiene and motivation factors
 - C. Monetary and non-monetary aspects
 - D. Rewards and punishments
33. **Job enlargement means:**
 - A. Increasing salary
 - B. Increasing job responsibilities
 - C. Changing location
 - D. Reducing working hour
34. **Leadership is the ability to:**
 - A. Follow orders
 - B. Influence and guide others
 - C. Avoid communication
 - D. Reject authority
35. **Special motivation technique includes:**
 - A. Avoiding feedback
 - B. Giving appraisals
 - C. Terminating staff
 - D. Ignoring goals
36. **Leadership roles include all except:**
 - A. Directing
 - B. Delegating
 - C. Avoiding team interaction
 - D. Guiding
37. **Motivation is:**
 - A. Forcing work
 - B. Inspiring action
 - C. Ignoring objectives
 - D. Creating fear
38. **Direction refers to:**
 - A. Planning only
 - B. Guiding subordinates
 - C. Cutting costs
 - D. Financial control
39. **Leadership approach focuses on:**
 - A. Controlling only
 - B. Influencing behavior
 - C. Ignoring problems
 - D. None of these
40. **Effective leaders must:**
 - A. Ignore feedback

- B. Avoid responsibility
- C. Inspire and motivate
- D. Suppress initiative

Unit V: Controlling

- 41. **Controlling involves:**
 - A. Ignoring goals
 - B. Comparing performance with standards
 - C. Avoiding feedback
 - D. Increasing costs
- 42. **First step in control process is:**
 - A. Taking corrective action
 - B. Setting standards
 - C. Comparing performance
 - D. Ignoring outcomes
- 43. **Types of control include:**
 - A. Political and legal
 - B. Preventive and corrective
 - C. Direct and indirect
 - D. Social and emotional
- 44. **Principle of controlling includes:**
 - A. Lack of feedback
 - B. Continuous process
 - C. Ignoring reports
 - D. No evaluation
- 45. **Human aspect of control relates to:**
 - A. Machines only
 - B. Employee behavior
 - C. Production rate
 - D. Technology only
- 46. **Controlling ensures:**
 - A. Goals are not met
 - B. Resources are misused
 - C. Plans are implemented effectively
 - D. None of the above
- 47. **Effective control system is:**
 - A. Costly and delayed
 - B. Immediate and accurate
 - C. Confusing

D. Informal

48. **Controlling is closely linked with:**

- A. Organising only
- B. Direction only
- C. Planning
- D. Motivation

49. **Feedback in control means:**

- A. Disregarding opinions
- B. Receiving performance data
- C. Reducing output
- D. Avoiding communication

50. **Controlling helps in:**

- A. Decreasing standards
- B. Deviating from goals
- C. Identifying errors
- D. None of these