

- d) Mention the characteristics of a good plan.
- e) Mention the differences between Delegation and Decentralisation of Authority.
- f) Discuss the role of leadership in an organisation.
- g) Write a short note on delegation of authority
- h) Explain the steps involved in controlling process.
- i) Write a short note on Business Process Re-engineering (BPR).

4. Answer the following question: **(any two)**

- a) Define business. State its objectives. Discuss the factors to be considered for starting a business. $2+4+6=12$
- b) Define business environment. Discuss the factors affecting business environment. $2+10=12$
- c) Discuss the various types of organisation structure. How does line organisation differ from functional organisation. $8+4=12$
- d) Describe various barriers of communication. What measures would you suggest to overcome such barriers? $6+6=12$

Total number of printed pages = 4

63 (FY)SEM-3/MAJ/COMMAJ2014

2024

COMMERCE

Paper : COMMAJ2014

(Business Organization & Management)

Full Marks : 70

Pass Marks : 28

Time : Three hours

The figures in the margin indicate full marks for the questions.

1. Choose the correct answer : $1 \times 6 = 6$
- a) The Karta in the joint hindu family business has
- i) no liability for debts
- ii) unlimited liability
- iii) joint liability
- iv) limited liability

- b) Which one of the following arguments is against social responsibility of a business?
- Socio-cultural norms
 - Avoidance of Government Inference
 - Increase in price
 - Long-term interest of business
- c) Which is not a component of specific forces of the business environment?
- Customers
 - Technological conditions
 - Investors
 - Employees
- d) According to which principle, each group of activities with the same objective must have 'one head one plan'?
- Unity of direction
 - Unity of command
 - Unity of discipline
 - Unity of remuneration
- e) Which of the following is not a type of communication barriers?
- Semantic barriers
 - Psychological barriers
 - Organisational barriers
 - Rational barriers

- f) Who is considered to be the father of Six Sigma?
- Deming
 - Bill Smith
 - Crosby
 - Taguchi

2. Answer the following questions : **(any five)**
2×5=10

- Define business ethics.
- Define the term 'System approach'.
- State the meaning of Franchising
- Mention two distinction between Standing Plan and Single Use Plan.
- What is environmental scanning?
- Mention two benefits of learning organisation.
- Write a brief note on Trait Theory of Leadership.

3. Answer the following questions : **(any six)**
5×6=30

- Write a brief note on Joint Hindu Family Business.
- Explain the role of E-Commerce in modern business environment.
- Discuss the impact of change in Government policy on business.