

1. Coordination integrates unrelated group efforts into purposeful work activity.
2. A manager reduces cost and increases productivity through better planning, organizing, directing, staffing and controlling the activities of the organization.
3. A single use plan is developed for a onetime event. Such a course of action is not likely to be repeated in future.
4. Strategy
5. Permanent Account Number (PAN)
6. With rising prices larger amounts are required to maintain a constant volume of production and sales. Thus working capital requirement of a business will be high.
7. The packaging of tablets in a corrugated box is necessary for the purpose of storage, identification and transportation.
8. Advertising.
9. Importance of Delegation can be explained as under:
 - (i) Delegation leads to effective management through empowerment of employees.
 - (ii) Delegation helps in employee development by providing them with the chance to use their skills and experience.
 - (iii) Delegation motivates employees by giving them responsibility which builds their self-esteem.
10. Factors affecting price of a product.

(i) Product Cost

(ii) Utility and Demand

(these points will be explained in brief)

11. The statement refers to use of 'Critical Point Control', while analyzing deviations.

It emphasizes that deviations in the key areas need to be attended more urgently as compared to deviations in certain insignificant areas. Control should, therefore focus on these key result areas which are critical to the success of an the organization.

For example, in a manufacturing organization, an increase of 5 percent in the labour cost may be more troublesome than a 15 percent increase in postal charges.

12. The next three steps in the process of staffing are stated below:

(i) Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organisation.

(ii) Selection is the process of choosing from among the pool of the prospective job candidates developed at the stage of recruitment.

(iii) Placement and orientation refers to the employee occupying the position or post for which the person has been selected and introducing the selected employee to other employees and familiarising him with the rules and policies of the organisation.

13. Commercial Paper:

It is a short term unsecured promissory note, negotiable and transferable by endorsement and delivery with a fixed maturity period. It is issued by large and creditworthy companies to raise short term funds at lower rate of interest than market rates. The issuance of commercial paper is an alternative to bank borrowing for large companies that are generally considered to be financially strong.

14. a) Principle of management :

Stability of Personnel

(to be explained in brief)

Characteristic of management :

Goal oriented

(to be explained in brief)

b) Values that have been communicated by the Dabbawalas:

1. Fulfilling social responsibility;
2. Empathy towards disadvantaged children;

15. (a). Divisional Structure-

Reason in support of the answer :

Product Specialisation helps in the development of varied skills in a divisional head and this prepares him for higher positions.

(b) Limitations of the Divisional Structure:

Conflict may arise among different divisions with reference to allocation of funds.

16. (a) Financial incentive.

Co -Partnership/ Stock Option

(b) Other financial incentives :

1. Pay and allowances

2. Productivity linked wage incentives

(both to be explained in brief)

17. Techniques of Scientific Management :

1. Functional Foremanship:

The technique is to improve the performance of supervisor in the factory set up. Taylor suggested functional foremanship through eight persons. Functional Foremanship is an extension of principle of division of work and specialization at the shop floor.

2. Motion Study :

It refers to the study of movements like lifting, putting objects, sitting & changing positions etc. Which are undertaken while doing a typical job. Unnecessary movements are eliminated so that it takes less time to complete the job efficiently.

18. Functions of Financial Market.

- (iv) Mobilisation of savings and channeling them into the most productive uses
- (v) Facilitating price recovery.

(to be explained in detail)

19. Activities/ Components of Physical Distribution:

Order processing:

A good physical distribution system should provide for an accurate and speedy processing of orders, in the absence of which goods would reach the customers late or in wrong quantity or specifications.

Transportation:

It is the means of carrying the goods and raw materials from the point of production to the point of sale. It is important because unless the goods are physically made available, the sale cannot be completed.

20. (a) Staffing and Controlling

(b) Recruitment, External Source of Recruitment: Recommendations of employees

Values being followed by Joseph Bros. :

(1) Creating employment opportunities.

(2) Utilizing resources efficiently by using leftover clothes.

21. (a) Planning.

Characteristics of planning :

(1) Planning focuses on achieving objectives.

(b) Any three limitations of planning:

(1) Planning leads to rigidity

(2) Planning may not work in a dynamic environment

(3) Planning reduces creativity

(to be explained in brief)

22. Semantic barrier to communication :

(1) Badly expressed message may not convey intended meaning.

(2) Symbols with different meanings may be perceived differently by the receiver.

(3) Message originally drafted in one language may be misunderstood due to faulty translation.

(4) Messages involving certain assumptions may be interpreted differently due to unclarified assumptions.

(5) Use of technical jargon by specialists may not be understood by others.

23. Importance of understanding business environment:

(i) It enables the firm to identify opportunities and getting the first mover advantage.

(ii) It helps the firm to identify threats and early warning signals.

(iii) It helps in tapping useful resources.

(iv) It helps in coping with rapid changes.

(to be explained in detail)

24.(a) Debt

Reason : Due to weak cash flow position, the firm may not be able to honour fixed cash payment obligations.

(b) Other factors which Shalini would keep in mind are:

1.Return on Investment

2.Tax Rate

(to be explained in detail)

25. Functions of an NGO: /Consumer organisation

- (i) Educating the villagers/general public about consumer rights by organising training programmes, seminars and workshops.
- (ii) Publishing periodicals and other publications to impart knowledge about consumer problems, reliefs available and other matters of interest.
- (iii) Carrying out comparative testing of consumer products in accredited laboratories to test relative qualities of competing brands and publishing the test results for the benefit of consumers.
- (iv) Encouraging consumers to strongly protest and take an action against exploitative and unfair trade practices of sellers.

(v) Providing legal assistance to consumers by way of providing aid, legal advice etc, in seeking legal remedy.

(vi) Filing complaints in consumer courts on behalf of consumers.