



INDIAN SCHOOL AL WADI AL KABIR

Class: XII	Department: Commerce
Subject:	Business Studies
OTQs & DTQs	Chapter 5: Organising

QT NO	OBJECTIVE TYPE QUESTIONS
1	Which of the following is not a step in the process of organising? (A) Identification of work (B) Departmentalisation (C) Training the workforce (D) Assignment of duties
2	Organising involves a series of steps that need to be taken in order to achieve desired goals. Identify the correct sequence of steps of the organizing function of management from the following: (A) Departmentalization, Identification and Division of work, Assignment of duties, Establishing reporting relationships. (B) Departmentalization, Assignment of duties, Identification and Division of work, Establishing reporting relationships. (C) Identification and Division of work, Departmentalization, Assignment of duties, Establishing reporting relationships. (D) Identification and Division of work, Departmentalization, Establishing reporting relationships, Assignment of duties.
3	Organising provides a clear description of jobs and related duties. This helps to avoid confusion and duplication. The point of importance of organizing described above is: (A) Adaptation to change (B) Effective administration (C) Development of personnel (D) Expansion and growth
4	Merely allocating work is not enough. Each individual should also know who he has to take orders from and to whom he is accountable'. The above statement is related to one of the steps of organising process. Identify the step from the following: (A) Identification and division of work (B) Departmentalisation (C) Assignment of duties (D) Establishing authority and reporting relationship
5	Resident Welfare Association (RWA) of Noida, Sector 15 decided to organise Diwali mela on the eve of Diwali. They listed all the activities to be done, grouped them as per their nature and assigned the activities/duties to different people of their association. After completion of the mela they found that it was not a success. While analysing the reasons the President of RWA found that mere allocation of work was not enough in the organisation. He found that an important step in the organising process was missing. Identify the step from the following: (A) Assignment of duties

	(B) Establishing authority and reporting relationships (C) Identification and division of work (D) Departmentalisation
6	In organising process, which of the following step is performed just before establishing reporting relationship between individuals? (A) Assignment of duties (B) Identification and division of work (C) Departmentalization (D) Imparting training to employees
7	----- is the process of dividing work into manageable activities and then grouping the activities which are similar in nature. A) Coordination B) Departmentalisation C) Organisation Structure D) Delegation of authority
8	The flow of authority from top to bottom is known as: A) Accountability B) Responsibility C) Downward D) Delegation
9	Which concept in organising involves assigning responsibilities and authority to subordinates? A) Centralisation B) Delegation C) Planning D) Staffing
10	Which element of delegation involves giving the subordinate the power to perform tasks? A) Responsibility B) Authority C) Accountability D) Supervision
11	The informal organisation: (A) Is deliberately created (B) Has a well-defined structure (C) Emphasizes personal relationships (D) Is rigid and official
12	Read the following statements: Assertion (A) and Reason(R). Assertion (A): Informal organisation has a definite structure or form. Reason (R): Informal organisation is a complex network of social relationships among members. Choose the correct alternative from the options given below: (A) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A). (B) Both Assertion (A) and Reason (R) are true, but Reason (R) is not the correct explanation of Assertion (A). (C) Assertion (A) is true, but Reason (R) is false. (D) Assertion (A) is false, but Reason (R) is true.
13	From the following, identify the incorrect statement with respect to ‘Delegation’:

	(A) Delegation is a compulsory act because no individual can perform all tasks on his own. (B) It has a narrow scope as it is limited to the superior and his immediate subordinate. (C) It is a process followed to share tasks. (D) It increases the role of the subordinates in the organisation by giving them more autonomy.
14	In an informal organisation, authority arises out of _____. (A) Virtue of position in management (B) Company's rules and policies (C) Scalar chain (D) Personal qualities
15	Which of the following is an advantage of Informal organisation? (A) It provides stability to the organisation because behaviour of employees can be fairly predicted since there are specific rules to guide them. (B) It leads to effective accomplishment of goals by providing a framework for the operations to be performed. (C) It enhances the employee's job satisfaction since it gives them a sense of belongingness in the organisation and allows them to find like-minded people. (D) It helps in avoiding duplication of efforts as there is no ambiguity in the role that each member has to play.
16	Which of the following is not a disadvantage of functional structure of organisation? (A) Less emphasis on overall enterprise objectives than the objectives pursued by a functional head. (B) A conflict of interests may arise when the interests of two or more departments are not compatible. (C) May lead to increase in costs since there may be duplication of activities across products. (D) It may lead to problems in coordination as information has to be exchanged across functionally differentiated departments.
17	The network of social relationships that arises spontaneously due to interaction at work is called: (A) Centralisation (B) Formal Organisation (C) Informal Organisation (D) Decentralisation
DESCRIPTIVE TYPE QUESTIONS	
1	Explain the steps involved in the process of organising. <i>(Any 3)</i> (OR) State any three steps in the process of organising.
2	Differentiate between formal and informal organisation on any three bases.
3	Chaman Pharmaceuticals Ltd.' is a company providing medicines all over the country. After establishing itself and making a name in the field of medicines, it decided to enter into the field of medical devices, baby care products and nutritional supplements. Each product category had a different head accountable for profits, revenues and costs. In case of poor performance of their product, the heads were held responsible. But as the heads of different product categories were different, conflict could arise among different heads with reference to allocation of funds. Also providing a separate set of similar functional heads for each product category increased expenditure. (i) Identify and explain the type of organisation structure 'Chaman Pharmaceuticals Ltd.' had followed after entering into the field of medical devices, baby care

	products and nutritional supplements. (ii) Also state any one advantage and any one disadvantage of the organizational structure discussed in the above para by quoting lines.
4	“Organising leads to specialization.” Explain this statement with the help of any four points.
5	Explain any six points highlighting the importance of organising.
6	How does decentralisation help in the development of managerial talent? Explain any four points
7	‘Health Relax Ltd.’ is one of India's leading consumer healthcare brands in diagnostic services. It has an integrated nationwide network of diagnostic centres. The company was exploring new avenues for its expansion. The top level managers analysed the business environment and found that since the year 2023 was the International Year of Millets, it was expected that the global demand for millets will grow by around 5% annually. India being one of the leading producer and exporter of millets, it was realised that there was a great business opportunity in the millet industry. The Board of Directors approved the idea of venturing into the business of selling bread, noodles and dosa mix made of millets. The company had to restructure itself. It diversified into varied product categories and created a structure comprising of separate business units. Each unit had a manager responsible for performance who had authority over the unit. Manpower was grouped on the basis of different products manufactured. (i) Identify the type of organizational structure of Health Relax Ltd. after restructuring and give its meaning. (ii) Explain any two advantages and two disadvantages of the type of organisational structure identified in the above case.
8	Preeti started her own cooking channel on ‘Youtube Mood Art’. As her subscribers increased, she was not in a position to manage everything on her own. She hired Rahul and Riya to help her with filming editing, lighting and content research. She granted authority to them to operate within prescribed limits. She was thus, able to use her time on high priority activities like developing new recipes and content development etc. As a result, Rahul and Riya were given opportunities to develop and exercise initiative. Preeti was now able to focus on objectives and meet the target of achieving a subscriber base of one million in six months. (a) Identify the concept of management used by Preeti to focus on objectives of her business and meet her targets. (b) Explain any five point of importance of the concept identified in (a) above.
9	Effective delegation of authority leads to many benefits’. Explain the above statement with the help of any four points.
10	Define delegation. Explain the importance of delegation in management
11	A company, which manufactures a popular brand of toys, has been enjoying good market reputation. It has a functional organisational structure with separate departments for Production, Marketing, Finance, Human Resources and Research and Development. Lately to use its brand name and also to cash on to new business opportunities it is thinking to diversify into manufacture of new range of electronic toys for which a new market is emerging. a] Prepare a report regarding organisation structure giving concrete reasons with regard to benefits the company will derive from the steps it should take.
12	Safe service limited’ is a well-known company for removing the routine problems of the people. This company provides all types of big or small services; namely, Health services, Complaints regarding electricity faults, etc. This company has opened its offices at different places. The policy of the company is that women should be preferred to be appointed as the Heads of every office. Besides, under this policy, some positions shall be reserved for handicapped women also. The head of every office shall have the full authority to take decisions concerning the activities of her office. a) Which concept of management has been mentioned in the paragraph given above?

	b) Write about two of the advantages of the concept identified in point 'a'.
13	'Decentralization is an important philosophy that implies selective dispersal of authority'. In the light of this statement, explain any four points of importance of 'Decentralization.
14	'Daivki hospital' is a famous company which provides health services. It has a great market share. Last year, in no time, several MNCs arrived. This fact caused a great fall in the company's business. The whole responsibility of finding the solution of this problem fell on the shoulders of General Manager. Now in order, to keep himself away from the routine activities of the company, he gave some of his authorities to his departmental managers. He gave them this freedom also that if they wanted, they could give some of these authorities to their own subordinates. The departmental managers were already feeling themselves overburdened with the workload. Therefore, they handed over some of their authorities to their subordinates. As a consequence of this, on the one hand, General Manager got time to solve the serious problems and, on the other hand, the feeling of responsibility was aroused in the subordinates. Within a few days the growth rate of the company started rising. Identify the concept of management described in the paragraph given above and also explain the two points of its importance spoken about here.
15	There are 75 persons working in the Production Department of 'Ganesh Pvt. Ltd.' The manager of this department, Mr.Neeraj ,is very punctual. He does not at all tolerate reaching the office late and leaving it early. But so far as the mutual relations of the employees are concerned, he is very liberal. All the employees of the department have been instructed that they can communicate any time irrespective of the high or low position of the employees concerned. The first specialty of Mr.Neeraj creates discipline and on makes the atmosphere pleasant. Identify the concept of management concerning the employees described in the above paragraph.
16	Kaamna is a bright young management trainee. After six months of testing by her organisation she is given charge of her office as an assistant manager. She starts her job with a lot of enthusiasm but realises that it won't be possible for her to continue without sharing her tasks. She keeps a secretary who takes orders from her. This has reduced her burden of work and has helped her to focus on priority assignments. Which concept of management is discussed in the above case? Name two importance of this concept.