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**Academic**ace

# 10 PAPERS WITH SOLUTIONS



## ORGANISATION OF COMMERCE AND MANAGEMENT

CREATED AS PER THE LATEST BOARD PAPER PATTERN

### Features

- Summary Notes for Last Minute Revision
- Smart Codes for Easy Memorisation
- 5 Latest Board Papers
- 5 Model Papers

**Std. XII**  
(Commerce)

**Target** Publications® Pvt. Ltd.

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# HSC

## 10 PAPERS WITH SOLUTIONS

### ORGANISATION OF COMMERCE & MANAGEMENT

#### Salient Features

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We believe that this compilation will not only enhance students’ confidence but also equip them with the necessary skills to excel in their examinations.

We wish all students the very best in their academic endeavors.

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*Best of luck to all the aspirants!*

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<b>ORGANISATION OF COMMERCE &amp; MANAGEMENT</b>			
<b>Board Question Papers</b>	<b>Start Time</b>	<b>End Time</b>	<b>Marks obtained out of 80</b>
Board Question Paper: July 2023			
Board Question Paper: February 2023			
Board Question Paper: July 2022			
Board Question Paper: March 2022			

# ORGANISATION OF COMMERCE & MANAGEMENT : PAPER PATTERN

Marks: 80

Time: 3.00 Hrs.

Q. No.	Questions	Marks per Que.	No. of Questions to Attempt	Marks without option	Marks with option
1.	<b>From the following types of sub questions, any 4 will be asked.</b>				
	A. Select the correct option and rewrite the sentence.	1	5	5	5
	B. Match the pairs.	1	5	5	5
	C. Given one word/pharse/term.	1	5	5	5
	D. State true or false.	1	5	5	5
	E. Find the odd one.	1	5	5	5
	F. Complete the sentences.	1	5	5	5
	G. Select the correct option from the bracket.	1	5	5	5
	H. Answer in one sentence.	1	5	5	5
	I. Correct the underlined word and rewrite the following sentences.	1	5	5	5
	J. Arrange in proper order.	1	5	5	5
2.	Explain the following terms/concepts.	2	Any (4) Out of (6)	08	12
3.	Study the following case/situation and express your opinion.	3	Any (2) Out of (3)	06	09
4.	Distinguish between.	4	Any (3) Out of (4)	12	16
5.	Answer in brief.	4	Any (2) Out of (3)	08	12
6.	Justify the following statements.	4	Any (2) Out of (4)	08	16
7.	Attempt the following.	5	Any (2) out of (3)	10	15
8.	Answer the following. (Long Answer)	8	Any (1) out of (2)	08	16
	<b>Total Marks</b>			<b>80</b>	<b>116</b>

### Question Wise Distribution of Marks

Sr. No.	Questions	Marks	Marks With Option	Percentage
1	Objective Type	20	20	25%
2	Short Answer	52	80	65%
3	Long Answer	08	16	10%
	<b>Total</b>	<b>80</b>	<b>116</b>	<b>100%</b>

Sr. No.	Titles	Total Marks	Marks with option
1.	Principles of Management	07	12
2.	Functions of Management	12	15
3.	Entrepreneurship Development	05	05
4.	Business Services	20	27
5.	Emerging Modes of Business	07	10
6.	Social Responsibilities of Business Organisations	07	10
7.	Consumer Protection	07	17
8.	Marketing	15	20
	<b>Total</b>	<b>80</b>	<b>116</b>



# SUMMARY NOTES

01

## PRINCIPLE OF MANAGEMENT

- **Management:**

Management is essential in all areas of life with its importance rapidly increasing. Various thinkers have developed different theories and principles that vary in application across organizations and situations.

- **Meaning and Definition:**

1. **Management:**

A process of coordinating resources through planning, organizing, staffing, directing and controlling to achieve desired objectives.

2. **Principles:**

Techniques universally accepted as foundational truths that guide behaviour and reasoning resulting in consistent outcomes.

- **Principles of Management:**



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1. **Pinciples are formed by practice and experiment:**

Developed through research, systematic observation and experimentation, and then practiced in organizations.

2. **Universal Application:**

Applicable to all types and levels of organizations though results and applications may vary. Examples: Used in both large companies like Reliance and small businesses like book stores.

3. **Behavioural in Nature:**

Designed to influence human behaviour, aiming to achieve goals through group activity.

4. **General Guidelines:**

Provide general non-rigid guidelines to handle organizational situations and solve problems while being adaptable to different contexts.

5. **Flexibility:**

Flexible and modifiable according to changing business situations and organizational needs.

6. **Cause and Effect Relationship:**

Help determine the cause of specific effects forming the basis for business decisions. Examples: Good wages increase worker output; effective advertising increases product sales.

7. **All Principles are of Equal Importance**

All principles are equally important and should be practiced simultaneously for effective organizational functioning.

- **Significance of Management Principles**



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1. **Provides Useful Insight To Managers:**

Management principles guide managers in understanding the organization and resolving issues effectively while minimizing resource wastage and achieving goals.



2. **Understanding Social Responsibility:**  
They help management recognize its social responsibilities by focusing on quality products, fair competition and a healthy work environment including eco-friendly initiatives.
  3. **Scientific Decision-Making:**  
Principles enable systematic decision-making which allows managers to analyze situations and explore alternatives while reducing reliance on trial and error.
  4. **Helpful in Efficient Utilisation of Resources:**  
Management emphasizes optimal use of physical and human resources which enhances efficiency through discipline and positive relationships such as using standard tools for better productivity.
  5. **Encouragement of Research and Development:**  
The dynamic nature of principles fosters on-going improvement and adaptation to new trends which promotes growth through research and development initiatives.
  6. **Develops Objective Approach:**  
Management principles encourage unbiased evidence-based decisions that help managers identify opportunities and solve problems effectively.
  7. **Helps to Co-ordinate and Control:**  
They provide guidelines for improving co-ordination among employees and controlling team performance to ensure effective organizational operations.
- **Principles of Management by Fayol**



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1. **Principle of Division of Work:**  
Divide tasks based on employees' skills to enhance efficiency and specialization.  
*Example: Different professors for various subjects.*
2. **Principle of Authority and Responsibility:**  
Authority enables decision-making, while responsibility holds managers accountable for outcomes.  
*Example: A cricket team captain is accountable for match results.*
3. **Principle of Discipline:**  
Essential for organizational success, requiring employees to respect rules and leadership.  
*Example: Adhering to communicated office timings.*
4. **Principle of Initiative:**  
Encourages employees to propose innovative ideas, fostering a positive culture.
5. **Principle of Subordination of Individual Interest:**  
Organizational goals should take precedence over individual interests.
6. **Principle of Order:**  
Ensures resources are utilized efficiently and are in the right place at the right time.  
*Example: An accounts expert should work in the accounts department.*
7. **Principle of Unity of Command:**  
Each employee should receive orders from only one superior to avoid confusion.  
*Example: An employee should take instructions from one manager.*
8. **Principle of Stability of Tenure:**  
Job security fosters belongingness and minimizes turnover.
9. **Principle of Remuneration:**  
Fair compensation promotes job satisfaction and productivity.
10. **Principle of Equity:**  
Management should treat all employees fairly without discrimination.  
*Example: Equal pay for employees at the same level.*





11. **Principle of Scalar Chain:**  
Establishes a clear hierarchy for effective communication.  
*Example: Financial decisions follow a defined chain of command.*
  12. **Principle of Centralization:**  
Balances authority concentration based on organizational size and activities.
  13. **Principle of Unity of Direction:**  
One head and one plan ensure all groups work toward the same goal.
  14. **Principle of Esprit de Corps (Teamwork):**  
Promotes teamwork, emphasizing that collective efforts lead to success.  
These principles are vital for effective organizational management and support modern management practices.
- **Introduction to F. W. Taylor**  
Frederick Winslow Taylor (1856-1915) was an American engineer known as the "Father of Scientific Management."
  - **Principles of Scientific Management by F. W. Taylor**
    1. **Science, Not Rule of Thumb:**  
Decisions should be based on scientific analysis, determining the most efficient ways to perform tasks and setting standard times and outputs.
    2. **Harmony, Not Discord:**  
A harmonious relationship between employees and management minimizes conflicts and fosters a productive work environment.
    3. **Mental Revolution:**  
Advocates for a change in attitudes, recognizing the equal importance of employees and management to promote cooperation.
    4. **Cooperation, Not Individualism:**  
Encourages collaboration between employees and management, valuing suggestions and fostering teamwork.
    5. **Division of Responsibility:**  
Clearly defines roles, with management focused on planning and employees on execution, supported by managerial guidance.
    6. **Development of Employer and Employees for Greater Efficiency:**  
Highlights the importance of training and development programs to enhance employee skills and organizational profitability.  
These principles emphasize efficiency, cooperation, and the application of scientific methods in management.
  - **Techniques of Scientific Management by F. W. Taylor**
    1. **Work Study:**  
Involves a systematic assessment of tasks to improve efficiency. Key components include:
      - i. **Time Study:** Measures the time taken to complete tasks to establish standard times and improve efficiency.
      - ii. **Method Study:** Identifies the best method to complete tasks, reducing waste and improving resource utilization.
      - iii. **Motion Study:** Analyzes employee and machine movements to eliminate unnecessary motions and enhance efficiency.
      - iv. **Fatigue Study:** Examines factors causing fatigue to improve working conditions and maintain employee efficiency.
    2. **Standardization of Tools and Equipment:**  
Advocates for a standardized working environment with quality tools and equipment to reduce waste, lower production costs, and enhance work quality.
    3. **Scientific Task Setting:**  
Establishes fair work standards to prevent underperformance and ensure optimal utilization of the workforce.



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To see complete chapter buy **Target Notes** or **Target E-Notes**

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## ORGANISATION OF COMMERCE AND MANAGEMENT (51)

BOARD QUESTION PAPER - 2024

Time: 3 Hrs.

2 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 option and rewrite the sentences: (5)[20 Marks]**

1. \_\_\_\_\_ was regarded as the father of scientific management.  
(a) Henry Fayol (b) F. W. Taylor (c) Philip Kotler
2. Start-up India is an initiative of the \_\_\_\_\_.  
(a) RBI (b) Government of India (c) World Bank
3. Door to door service is provided by \_\_\_\_\_ transport.  
(a) Railway (b) Air (c) Road
4. For economic growth and National Security \_\_\_\_\_ stability is required.  
(a) Political (b) Social (c) Economic
5. In India the Consumer Protection Act was initiated in the year \_\_\_\_\_.  
(a) 1947 (b) 1989 (c) 1986

**(B) Match the correct pairs: (5)**

Group 'A'		Group 'B'	
(a)	Principle of Unity of direction	(1)	Right to information
(b)	Planning	(2)	Last function of Management
(c)	Warehousing	(3)	Distinct Name
(d)	Consumer Right	(4)	One head one plan
(e)	Registered brands	(5)	Seller
		(6)	Basic function of management
		(7)	Time Utility
		(8)	General guidelines
		(9)	Trademark
		(10)	Place Utility

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

1. Co-operation is not necessary for smooth flow of organizational activities.
2. Current Account is opened by salaried persons.
3. With the help of outsourcing company we can focus on the core areas.
4. The seller has to recognize the rights of consumer.
5. The term market is derived from the Latin word "mercatus."



**(D) Find the odd one :****(5)**

1. Selecting, training, co-ordinating, placing.
2. NABARD, RBI, SIDBI, EXIM
3. Debit card, Credit card, Aadhar card, ATM card
4. Job security, Health and safety measures, Good working condition, Reasonable profit.
5. Price, People, Promotion, Product.

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

- |                            |  |
|----------------------------|--|
| 1. Principle of Discipline | 2. Communication                         |
| 3. Business ethics         | 4. Corporate Social Responsibility (CSR) |
| 5. Right to choose         | 6. Market                                |

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

1. In XYZ company, Mr. Lele gives instructions to the employees working under him, provides guidance and motivates them for their best performance. On the other hand Mr. Sayyad takes effort to harmonize the work done by the employees of different departments while achieving organizational goals. Mr. Desai is looking after the arrangement of required resources to the business organization.

Mention the name of employee engaged in following functions :

- (i) Organising      (ii) Directing      (iii) Co-ordinating

2. Mr. Ashok visited a shop to buy a pair of shoes of ₹700. The salesman forced him to buy a pair of bigger size shoes of ordinary company by claiming this size would be suitable to him. After reaching home, he discovered that shoes are still too big for him. He complained about the shoes to the shopkeeper. It was denied by the shopkeeper to replace the shoes despite of availability of stock.

In above case:-

- (i) Which right has been violated?
- (ii) Is Mr. Ashok a buyer or an ultimate consumer?
- (iii) Where can Mr. Ashok file his complaint?

3. Mr. A deals in import and export business so he needs different foreign currencies. For the expansion of his business, he borrows money from commercial bank. He invests his funds in the equity shares.

- (i) From where does Mr. A borrow money?
- (ii) Name the market where does Mr. A invest his funds.
- (iii) Which type of currency is required for international market?

**Q. 4. Distinguish Between the following (Any Three) :****[12 Marks]**

1. Directing and Co-ordinating.
2. Road transport and Rail transport.
3. Bonded warehouse and Duty paid warehouse.
4. District commission and State commission.

**Q. 5. Answer in brief (Any Two) :****[8 Marks]**

1. Explain any four principles of management of Henry Fayol.
2. Explain any four characteristics of an entrepreneur.
3. Explain advantages of Business Process Outsourcing (BPO).

**Q. 6. Justify the following statements (Any Two) :****[8 Marks]**

1. Management principles are helpful in optimum utilization of resources.
2. It is easy to set up E-business as compared to traditional business.
3. Business should allow participation of workers in management.
4. There is a need of branding to get recognition among the consumers.

**Q. 7. Answer the following (Any Two)****[10 Marks]**

1. Explain the importance of planning.
2. Explain E-banking service.
3. Explain rights of consumers.

**Q. 8. What is insurance? Explain types of life insurance policies.****[8 Marks]****OR****What is Marketing Mix? Explain 7Ps of Marketing Mix.**

# BOARD ANSWER PAPER: FEBRUARY 2024

## ORGANISATION OF COMMERCE AND MANAGEMENT

*Note: Answer to every question must be written on a new page.*

Q. 1. (A)

1. F. W. Taylor was regarded as the father of scientific management. [1 Mark]
2. Start-up India is an initiative of the Government of India. [1 Mark]
3. Door to door service is provided by road transport. [1 Mark]
4. For economic growth and National Security political stability is required. [1 Mark]
5. In India the Consumer Protection Act was initiated in the year 1986. [1 Mark]

(B)

	Group 'A'		Group 'B'	
(a)	Principle of Unity of direction	(1)	One head one plan	[1 Mark]
(b)	Planning	(2)	Basic function of management	[1 Mark]
(c)	Warehousing	(3)	Time Utility	[1 Mark]
(d)	Consumer Right	(4)	Right to information	[1 Mark]
(e)	Registered brands	(5)	Trademark	[1 Mark]

(C)

1. False [1 Mark]
2. False [1 Mark]
3. True [1 Mark]
4. True [1 Mark]
5. True [1 Mark]

(D)

1. Co-ordinating [1 Mark]
2. EXIM [1 Mark]
3. Aadhar Card [1 Mark]
4. Reasonable Profit [1 Mark]
5. People [1 Mark]





- Q. 2.
1. According to Fayol, discipline is the most essential thing in the organisation. Employees must respect and obey the rules of the organisation. Discipline helps to achieve the goals set in the organisation. There should be proper understanding between management and employees regarding the rules so that the discipline is maintained. **[2 Marks]**
  2. Communication is an art of exchanging ideas, facts, information etc. from one person or entity to another. The process of communication enables to pass information from one person (sender) to another (receiver) with the help of some medium. The receiver, after receiving the message, understands it and then acts accordingly. **[2 Marks]**
  3. Business ethics refer to a code of conduct that businesses are expected to follow while doing a business. Through ethics, a standard is set for the organisation to regulate their behaviour. This helps them in distinguishing between the wrong and the right path of the business. **[2 Marks]**
  4. Corporate Social Responsibility (CSR) refers to a self-regulating business model that aims to contribute to societal goals, support volunteering and ethically-oriented practices. It makes a company socially responsible and accountable towards itself, its stakeholders, and public in general. **[2 Marks]**
  5. According to right to choose, consumer should be given full freedom to choose an article as per his requirement, liking and purchasing capacity. The right to choose is related to the concept of free market economy. The seller cannot compel consumer to buy a particular product. **[2 Marks]**
  6. Market is the place where two or more parties are involved in buying and selling. These two parties are called buyer and sellers. The transaction of buying and selling takes place with exchange of money. **[2 Marks]**



- Q. 3.
1.
    - i. Mr. Desai is engaged in 'organising function' since he looks after arrangement of required resources. This function involves identification, grouping and arranging of all the resources to achieve predetermined goals. **[1 Mark]**
    - ii. Mr. Lele is engaged in 'directing function' since he is involved in instructing, guiding and motivating employees under him. This function is concerned with showing right path to employees, guiding them and encouraging them. **[1 Mark]**
    - iii. Mr. Sayyad is engaged in 'co-ordination function' since he harmonises the work done by the employees of different departments. This function provides unity of action for achieving organisational goals. **[1 Mark]**
  2.
    - i. In the above case, Mr. Ashok's right to choose and right to redress has been violated. **[1 Mark]**
    - ii. Ashok is a buyer as well as end user. This is because he is purchasing a pair of shoes for himself. **[1 Mark]**
    - iii. Mr. Ashok can file his complaint with the District Commission since the value of goods is less than ₹ one crore. District Commission is a consumer dispute redressal forum at each district established by the State Government. It has jurisdiction to entertain complaints where the value of the goods or services paid as consideration does not exceed ₹ one crore. **[1 Mark]**
  3.
    - i. Mr. A borrows money from capital market. **[1 Mark]**
    - ii. Mr. A invests his funds in regulated markets/equity shares. **[1 Mark]**
    - iii. Foreign currency is required for international market. **[1 Mark]**



Page no. **36** to **66** are purposely left blank.

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## ORGANISATION OF COMMERCE AND MANAGEMENT (51)

MODEL QUESTION PAPER - 1

Time: 3 Hrs.

2 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) Give one word/phrase/term for the following sentence: (5) [20 Marks]**

1. These warehouses are owned, managed and controlled by central and state governments or public authorities.
2. The first step in online transaction.
3. Getting good quality products is the basic right of this group of society.
4. A legal action initiated in a court of law regarding a matter of general public Interest.
5. Giving of distinct name to one's product.

**(B) Correct the underlined word and rewrite the following sentences: (5)**

1. Management techniques are applied differently under different conditions.
2. E-business is hard to start.
3. Dishonest advertising can be appreciated by customers in the long-run.
4. An appeal can be filed against the order of the National Commission to the State forum.
5. Grading helps in avoiding breakage, damage and destruction of the product.

**(C) Find the odd one: (5)**

1. Planning, Organising, Staffing, Writing
2. NABARD, RBI, SIDBI, EXIM
3. Proper conduct of meeting, Careful use of capital, Fair prices of products, Maintain solvency and prestige
4. District Judge, High Court Judge, Commissioner, Supreme Court Judge
5. People, Promotion, Physical Evidence, Process

**(D) State true or false: (5)**

1. Each member of organisation should receive orders only from one superior.
2. Specialisation in activities leads to increase in organisational efficiency.
3. Start-up India is an initiative of the Government of France.
4. With the help of outsourcing, company cannot focus on the core areas.
5. Lok Adalat can rightly be described as "People's Court".



- Q.2. Explain the following terms/ concepts: (Any four) [8 Marks]**
1. Motion Study
  2. Communication
  3. Social responsibility
  4. Lok Adalat
  5. LPO
  6. Price
- Q.3. Study the following case/ situation and express your opinion: (Any two) [6 Marks]**
1. Mr. Sharan is successful manufacturer. He is having production units at various locations. He is having multiple production units, he has large stock of raw material and finished goods. He is worried about safeguarding goods from any unwanted financial loss. He also requires to transfer raw material and finished goods from one unit to other but does not have any facility for that. He also requires funds for expansion.
    - i. Name the service which will help him to safeguard goods from any damage?
    - ii. Which service will help him to remove difficulty of place?
    - iii. From which service sector will he get financial support?
  2. Mr. Ashok visited a shop to buy a pair of shoes of ₹ 700. The salesman forced him to buy a pair of bigger size shoes of ordinary company by claiming this size would be suitable to him. After reaching home, he discovered that shoes are still too big for him. He complained about the shoes to the shopkeeper. It was denied by the shopkeeper to replace the shoes despite of availability of stock.  
In above case,
    - i. Which right has been violated?
    - ii. Is Ashok a buyer or end user?
    - iii. Where can Mr. Ashok file his complaint?
  3. Mr. X purchases goods from nearest shop. Mr. Y purchases mobiles from Tokyo. Mr. Z of Nandurbar purchases electronic goods from Delhi.
    - i. From which type of market does Mr. X purchase?
    - ii. Name the type of market from where Mr. Y deals.
    - iii. State the type of market from where Mr. Z purchases goods?
- Q.4. Distinguish between the followings: (Any three) [12 Marks]**
1. Co-ordinating and Controlling
  2. Central bank and Commercial bank
  3. State commission and National commission
  4. Planning and Controlling
- Q.5. Answer in brief: (Any two) [8 Marks]**
1. State any four features of business services.
  2. State the role of NGO in consumer protection.
  3. Explain nature of principles of management.
- Q.6. Justify the following statements: (Any two) [8 Marks]**
1. An entrepreneur must be an innovator.
  2. Differential piece wage rate plan is necessary.
  3. Promotion plays an important role in marketing.
  4. Communication is essential for growth of business.
- Q.7. Attempt the following: (Any two) [10 Marks]**
1. Explain the responsibilities of business towards employees.
  2. State four types of deposits.
  3. Explain in detail 4Ps of marketing.
- Q.8. Answer the following: (Any one) [8 Marks]**
1. What do you mean by staffing? Describe the importance of staffing.
  2. Explain the three tier quasi-judicial machinery under the Act.



# Model Answer Paper - 1

## ORGANISATION OF COMMERCE AND MANAGEMENT

*Note: Answer to every section must be written on a new page.*

Q.1. (A)

1. Government warehouses [1 Mark]
2. Registration [1 Mark]
3. Consumer [1 Mark]
4. Public Interest Litigation/Janahit Yachika [1 Mark]
5. Branding [1 Mark]

(B)

1. Management principles are applied differently under different conditions. [1 Mark]
2. E-business is easy to start. [1 Mark]
3. Honest advertising can be appreciated by customers in the long-run. [1 Mark]
4. An appeal can be filed against the order of the National Commission to the Supreme Court. [1 Mark]
5. Packaging helps in avoiding breakage, damage and destruction of the product. [1 Mark]

(C)

1. Writing [1 Mark]
2. EXIM [1 Mark]
3. Fair Prices of Products [1 Mark]
4. Commissioner [1 Mark]
5. Promotion [1 Mark]

(D)

1. True [1 Mark]
2. True [1 Mark]
3. False [1 Mark]
4. False [1 Mark]
5. True [1 Mark]



- Q. 2.
1. Motion study is a part of work study which is a technique of scientific management. According to this technique, the management must study the body movement of an employee or the machines, while completing a particular task. If there are some movements which are unnecessary, they can be eliminated. It helps in improving the efficiency of the employees. **[2 Marks]**
  2. Communication is an art of exchanging ideas, facts, information etc. from one person or entity to another. The process of communication enables to pass information from one person (sender) to another (receiver) with the help of some medium. The receiver, after receiving the message, understands it and then acts accordingly. **[2 Marks]**
  3. Social responsibility of business refers to its obligation to take those decisions and perform those actions which are desirable in terms of the objectives and values of our society. It implies that the business activities should be performed in such a manner that they don't harm any part of society; rather they will protect and contribute to the interest of society. **[2 Marks]**
  4. Lok Adalat is set up by the government to settle disputes by compromise. It is also referred to as 'People's Court'. The affected consumer can directly approach the Lok Adalat with the grievance. The issues are discussed on the spot and decisions are taken immediately. Therefore, it is an effective and economical system for quick redressal of public grievances. **[2 Marks]**
  5. Legal Process Outsourcing (LPO) is a type of KPO in which processes that are specific to legal services is outsourced. The processes range from drafting legal documents, performing legal research to offering legal advice. Legal work is outsourced to the areas where it can be done at less cost. **[2 Marks]**
  6. The price of a product is the amount that a customer pays for the product. Cost of the product and willingness of the customer to pay for the product plays an important role in deciding the price. While deciding the price, it is important to consider the value and utility of the product. **[2 Marks]**



- Q. 3. 1. i. Mr. Sharan can safeguard goods from damage with the help of warehousing services. This service will ensure that his goods are stored and preserved properly.
- ii. His difficulty relating to place can be removed with the help of transportation facilities. These facilities will enable him in timely transfer of raw material and finished goods from one unit to other.
- iii. Mr. Sharan can get financial support from the banking sector. He can get the required funds for business expansion by taking loan from commercial banks.

**[3 Marks]**

2. i. In the above case, Mr. Ashok's right to choose and right to redress has been violated.
- ii. Ashok is a buyer as well as end user. This is because he is purchasing a pair of shoes for himself.
- iii. Mr. Ashok can file his complaint with the District Commission since the value of goods is less than ₹ one crore. District Commission is a consumer dispute redressal forum at each district established by the State Government. It has jurisdiction to entertain complaints where the value of the goods or services paid as consideration does not exceed ₹ one crore.

**[3 Marks]**

3. i. Mr. X purchases from local market.
- ii. Mr. Y deals with international market.
- iii. Mr. Z purchases goods from national market.

**[3 Marks]**



Q. 4. 1.

Co-ordinating	Controlling
<b>1) Meaning</b>	
Co-ordination is orderly arrangement of group efforts to provide unity of action in the pursuit of common goals.	Controlling is the process of taking steps to bring actual results and desired results closer together.
<b>2) Objective</b>	
To ensure harmony of efforts of the employees for smooth functioning.	To ensure that the objectives are achieved according to the plan.
<b>3) Area of function</b>	
Co-ordination includes integration of the efforts of top level, middle level and lower level of the organisation.	Controlling includes setting up of standards, comparison with actual performance and taking corrective steps whenever necessary.
<b>4) Factors</b>	
Co-ordination is harmonisation of human resources. So, it is concerned with internal factors.	Internal and external factors are taken into account for taking corrective action in controlling function.
<b>5) Order</b>	
Co-ordination follows directing function.	Controlling is an end function of management process.
<b>6) Resources</b>	
Co-ordination is related to human and other resources.	Controlling is related to all organisational resources that help to achieve organisational goals.
<b>7) Nature</b>	
Co-ordination is a continuous process to achieve the goal of organisation.	Controlling is the process which starts once the actual plan is executed.
<b>8) Level of Management</b>	
Co-ordination is related to all the levels of management	Top and middle level management are responsible for controlling the activities.

*(Any four points) [4 Marks]*



2.

Central Bank	Commercial Bank
<b>1) Function</b>	
The main function of the central bank is to regulate the money supply in the country.	The main function of commercial banks is to accept deposits from public and lend it to industry and others.
<b>2) Printing of currency</b>	
The central bank can print currency notes.	The commercial banks cannot print currency.
<b>3) Acceptance of deposits</b>	
The central bank does not accept deposits from public.	The commercial banks accept deposits from public.
<b>4) Loans</b>	
The central bank provides loans to bankers and financial institutions.	The commercial banks provide loans to industry and commerce.
<b>5) Ownership</b>	
The central bank (RBI) is owned and controlled by the government of India.	The commercial banks can be owned by private and/or the government agencies.
<b>6) Number of banks</b>	
There is only one central bank (RBI) in India.	There are many commercial banks in India.
<b>7) Monetary policy</b>	
The central bank frames the monetary and credit policy.	The commercial banks do not frame any monetary policy.
<b>8) Control</b>	
The central bank keeps a check on the commercial banks.	The commercial banks do not keep check on the central bank.

*(Any four points) [4 Marks]*

3.

State Commission	National Commission
<b>1) Meaning</b>	
A consumer dispute redressal forum at the state level is called as State Commission.	A consumer dispute redressal forum at the national level is called as National Commission.





	<b>2) Established by</b>	
	State Commission is established by <b>State Government</b>	National Commission is established by <b>Central Government</b> by notification.
	<b>3) Qualification of President</b>	
	A person who is or has been a <b>Judge of High Court</b> will be appointed as President by the State Government in consultation with Chief Justice of High Court.	A person who is or has been a <b>Judge of the Supreme Court</b> will be appointed as President by the Central Government in consultation with Chief Justice of India.
	<b>4) Membership tenure</b>	
	The membership tenure is 5 years or the <b>age of 67</b> , whichever is earlier.	The membership tenure is 5 years or the <b>age of 67 for members and age of 70 for president</b> , whichever is earlier.
	<b>5) Area</b>	
	It covers a particular state.	It covers the entire country.
	<b>6) Monetary jurisdiction</b>	
	It entertains complaints where the value of goods or services paid as consideration <b>exceeds ₹ 1 crore but does not exceed ₹ 10 crores.</b>	It entertains complaints where the value of goods or services paid as consideration <b>exceeds ₹ 10 crores.</b>
	<b>7) Appeal</b>	
	An appeal against the order of State Commission can be made to the <b>National Commission.</b>	An appeal against the order of National Commission can be made to the <b>Supreme Court.</b>
	<b>8) Nature of complaints</b>	
	It entertains original complaints and appeals against orders of District Commission.	It entertains original complaints and appeals against orders of State Commission.

*(Any four points) [4 Marks]*

4.

<b>Planning</b>	<b>Controlling</b>
<b>1) Meaning</b>	
Planning is deciding in advance what to do, how to do it, when to do it, and who	Controlling is the process of taking steps to bring actual results and desired



is to do it.	results closer together.
<b>2) Objective</b>	
To set goals and choose the ways to achieve these goals.	To ensure that the objectives are achieved according to the plan.
<b>3) Area of function</b>	
Planning includes setting objectives by identifying the ways of attaining the goal and selecting the best plan.	Controlling includes setting up of standards, comparison with actual performance and taking corrective steps whenever necessary.
<b>4) Order</b>	
Planning is the basic and first function of management process.	Controlling is an end function of management process.
<b>5) Resources</b>	
Planning is done as per the requirement and availability of resources.	Controlling is related to all organisational resources that help to achieve organisational goals.
<b>6) Nature</b>	
Planning is continuous in nature. It exists in the whole life of organisation.	Controlling is the process which starts once the actual plan is executed.

*(Any four points) (4 Marks)*



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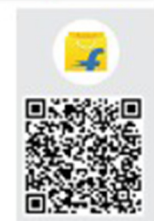
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