

INTERNATIONAL INDIAN SCHOOL BURAIDAH

WORKSHEET-4

Subject: Business Studies

Chapter – 5 & 6 Organising & Staffing

Chapter-5 Organising

1. What is the key to managerial posts?
 - a. Superiority
 - b. Responsibility
 - c. Accountability
 - d. Authority
2. For delegation to be effective it is essential that responsibility be accompanied with necessary:
 - a. Incentives
 - b. Authority
 - c. Manpower
 - d. Promotions

Which of the following is not a feature of divisional structure?

- a. It is easy to fix the responsibility on one department.
 - b. It is not suitable for large firms.
 - c. It facilitates managerial development.
 - d. Its formation is based on product lines.
4. Assertion (A): Divisional Departmentation means a grouping of activities related to one product under one department.
Reason (R): Divisional Departmentation is beneficial to those organizations that are producing multiple products.
- a. Both A and R are true and R is the correct explanation of A.
 - b. Both A and R are true but R is not the correct explanation of A.
 - c. A is true but R is false.
 - d. A is false but R is true.
5. Assertion (A): Organisational structure refers to the framework within which managerial and operational tasks are performed.
Reason (R): There are two types of organizational structures.
- a. Both A and R are true and R is the correct explanation of A.
 - b. Both A and R are true but R is not the correct explanation of A.
 - c. A is true but R is false.
 - d. A is false but R is true.
6. State True or False:

- i. Product specialization helps in the development of skills.
 - a. True
 - b. False
 - ii. Division of work follows departmentalisation in the process of organising.
 - a. True
 - b. False
2. Fill in the blanks:

- i. Three elements of delegation are Authority, Responsibility and _____.
- ii. _____ is the process of decision making where the authority to decide is delegated or shared among all levels of management.

3. Match the following:

(i) Division of Work	(a) Concept of Organising
(ii) Benefits of Specialisation	(b) Organising Process
(iii) Organising as a Structure of Relationship	(c) Importance of Organising
(iv) Departmentalisation	(d) Features of Organising

1 MARK QUESTIONS

Q.1 Name the organization which is directed by group norms.

Q.2 Difficulty in inter-departmental coordination is one of the limitations of which organizational structure.

Q.3 What is meant by Authority?

Q.4 What is the basis of delegation of authority?

Q.5 How effective management is possible through delegation of authority?

3-6 MARKS QUESTIONS

Q1. A manager increased the production target from 500 units to 700 units per month but the authority to draw raw material was not given by him. The employees were not able to meet the new target. Who should be held responsible for this and which principle has been violated here? Explain. (4)

Q2. A company consists of production, purchase, marketing, finance and human resource department. Which type of organization structure is it using. Also explain its merits and demerits (4)

Q3. Ishita Ltd. is manufacturing female wears only. Now company wants to expand its business and also wants to manufacture male wear and kids wear for different market segments. Which type of organizational structure should it adopt to achieve its target. Give arguments in support of your answer? (3)

Q4. Manager of XYZ Ltd. is over burdened with routine work and is unable to concentrate on its objectives and other important issues of the firm. To solve this problem which management concept should be followed by manager? Also explain the related function. (3)

Q5. Piyush and Tanishq want to start a business which will not only produce electrical equipments but will also manufacture home assessories. Which type of organization structure is required for the firm and why? (any two reasons) Also explain its 3 limitations. (1+2+3)

Q6. "A Manager cannot perform all the functions on his own so he has to delegate some work to his subordinates". Do you agree with this statement? Give any 3 reasons? (3)

Q7. "If we delegate work we multiply it by 2 but if we decentralize it we multiply it by many". Name the concepts mentioned above and differentiate between them? (5)

Q8. A manager thinks that he is not responsible for the quality of work he has delegated to this subordinates. Do you agree with his view? Explain? (4)

Q9. "The responsibilities of a firm should be divided among various levels such as top level, middle level, and lower level". Identify the function of management function and state its importance? (4)

Q10. Royal Ltd. decided that whenever a person reaches a particular age he will be promoted. Influenced by this plan of the company several employees of from other companies also joined the firm. But within few days they realized that the firm has pre-determined relation structure without free communication. On the basis of this answer the following questions.

(i) Identify the type of plan. (1)

(ii) Identify the type of organization described here. (1)

(iii) Point out any 2 limitations of this type of organization.(2)

Q11. The Employees of Z Ltd., a trading Company, have formed a Dramatic group for their recreation. Name the type of organization so formed and state its three advantages. (3)

12. Distinguish between functional structure and divisional structure. (4)

13. What are the advantages and disadvantages of divisional structure? (5/6)

14. Distinguish between formal and informal organizations on the basis of(5/6)
a) Formation b. Purpose c. structure d. Behavior of members e. stability and f. adherence to rules.

Chapter- Staffing

1 MARK QUESTIONS

Q1. "One helps in performing job better and is job oriented while other leads to overall growth of an employee and is career oriented." Name the two concepts.

Q2. Why is selection considered to be a negative process?

Q3. State one objective of Preliminary screening.

Q4. What do you mean by 'On the Job Training'?

3-6 MARKS QUESTIONS

1. An accountant is sent to learn the new software for accounting to prepare the books of accounts faster and accurately. He was further sent for orientation to improve his motivational and conceptual skills.

(a) Identify and explain the two concepts explained above.

(b) Differentiate these concepts on the basis of suitability, method used and nature. (5)

2. Under this method employees learn by doing. Employees are trained while they are performing the job and senior worker or mentor provides them technical knowledge. But the biggest disadvantage of this method is wastage of material and accidents.

(a) Identify the method of training stated in above lines.

(b) Explain any two techniques used in above said method of training. (6)

3. Education department of Delhi is constantly trying to provide quality education to children studying in government schools. For this purpose education department organize seminars and conferences every year to improve teacher's conceptual and motivational skills.

(a) Identify the method of training stated in above lines.

(b) Explain any technique used in above said method of training with its advantages and disadvantages. (4)

4. XYZ Ltd. is setting up a new plant for manufacturing jute bags. For its new plant it needs highly trained and motivated work force. To recruit competent middle level officials, HR manager of XYZ Ltd. went to different colleges and universities and to recruit lower level workforce he puts a notice on the gate of company about the requirements of the firm. Identify and explain the sources of recruitment referred in the above paragraph.(5)

5. A company wants to expand its business and for this purpose company is preparing database of its prospective employees. So whenever it gets application from any applicant, HR manager tells them that as and when company required his/her services, he will be called. Its advantage is that at the time of need, a suitable applicant

out of the database can be called for interview. In this way company can save its expenses on advertisement and can save time also.

(a) Identify and explain the source of recruitment referred in above paragraph.

(b) State any two merits and demerits of this source. (5)

6. Geetu Ltd. is a big organization having various departments in it. In its marketing department number of employees is much more than requirement whereas, in purchase department some of the posts are lying vacant and there is shortage of staff. Advise the HR manager of the company as to what method he should follow to balance the demand of employees in both departments. Give arguments in support of your answer. (3)

7. Staffing is an important function of management in all organizations. "Why? Explain any four reasons.

8. "Internal sources of recruitment are considered better than external sources". Do you agree? Give any four reasons in support of your answer. (5)

9. The workers of a factory are unable to work on new machines and frequent accidents occur while working. Their wastage rate and labour turnover rate is much higher than other factories. They always demand or help of supervisor. Suggest the remedy with proper advantages. (6)

10. "Recruitment is called as a positive process whereas selection is called as negative." Why? Differentiate between these two. (4)

11. Explain the procedure for selection of employees. (6)

Q12. Manu a Chief Engineer in a Co., using highly sophisticated machines and equipments, wants that every employee should be fully trained before using those machines and equipments. Suggest and describe the best method of training that Manu can use.

Q13. Ramesh is working under the guidance of Harish, a Carpenter, for the last three years to learn the different skills of this job. Name and explain the method of training Ramesh is under-going.

1. Selection is a _____.

- a. Negative Process
- b. Day-to-day Process
- c. Positive Process
- d. None of these

2. Which method of training is concerned with familiarizing the new employee to the organization?

- a. Job rotation
 - b. Coaching
 - c. Induction training
 - d. Apprenticeship training
3. What is the relationship between human resource development and staffing?
- a. Both human resource management is bigger than staffing and staffing is bigger than human resource management are equal
 - b. Staffing is bigger than human resource management
 - c. There is no relationship between the two
 - d. Human resource management is bigger than staffing
4. The word Training is associated with _____.
- a. Managers
 - b. Workers
 - c. Workers and supervisors
 - d. Supervisors
5. State True or False:
- i. The key to the success of any organization is the right person at the right job position.
 - a. True
 - b. False
 - ii. Highly skilled professionals are appointed through private professionals.
 - a. True
 - b. False
2. Fill in the blanks:
- i. The effectiveness of the _____ process could ultimately be tested in terms of the job of the person chosen.
 - ii. The most popular & cheaper source of recruitment is _____.
3. Match the following:

(a) First step of Selection	(i) Checking references and background
(b) Second step of Selection	(ii) Employment interview
(c) Third step of Selection	(iii) Selection test
(d) Fourth step of Selection	(iv) Preliminary screening