



INDIAN SCHOOL AL WADI AL KABIR

Class: XII

Department: Commerce

**Chapter 5 - OTQ & DTQ
Objective & Descriptive Type Questions**

Topic: ORGANISING

Q.No.	OBJECTIVE TYPE QUESTIONS
1	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
2	Jasmine Ahluwalia is the manager of an artefacts museum's marketing team, responsible for promoting exhibitions and events. In the previous season, she defined the total work of managing the events into graphic designing, registration inquiries, bill payments, etc, in order to facilitate specialisation. However, instead of allocating work, she had assigned each team member the full responsibility of managing the promotion of an entire event. In spite of holding regular team meetings to take feedback, Jasmine found problems throughout the events season in the quality of graphic design, registration inquiry, bill payments, etc.,. For the upcoming events season, Jasmine has decided to divide these responsibilities on the basis of her observation of the areas in which the individual team members have excelled in the previous season and allocate the roles based on their skills and competencies. Identify the step in the organising process which was not properly performed in the previous season but has been duly performed for the upcoming season. A. Identification and division of work B. Establishing reporting relationships C. Departmentalisation D. Assignment of duties
3	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.
4	It is defined as the framework within which managerial and operating tasks are performed. A. Span of management B. Organisational structure C. Informal organisation D. None of the above

5	Manohar was given a task by his superior to prepare a plan in 20 days. He asked two of his subordinates to work on two aspects of his task. One of the subordinates met with an accident and could not complete his work. Who is answerable for this task? A. Manohar is accountable. B. Manohar's subordinate is responsible. C. Manohar's superior is responsible. D. None of them is responsible.
6	Identify the type of organisational structure which facilitates occupational specialisation. A. Functional structure B. Horizontal structure C. Network structure D. Divisional structure
7	Assertion(A): While authority is delegated, responsibility is imposed, and accountability is assumed. Reason(R): Authority can be delegated by a manager to a subordinate, which means granting of authority to the subordinate to operate within prescribed limits. Responsibility is the obligation of a subordinate to properly perform the assigned duty. Accountability implies being answerable for the final outcome. Choose the correct option: A. Both Assertion (A) and Reason (R) are true. B. Both Assertion (A) and Reason (R) are false. C. Assertion (A) is true and Reason (R) is false. D. Assertion (A) is false and Reason (R) is true.
8	Which of the following is not a merit of functional structure? A. It promotes control and coordination within a department. B. It makes training employees easier, as the focus is only on a limited range of skills. C. It ensures that different products get due attention. D. It leads to occupational specialization.
9	Which of the following is not a feature of formal organisation? A. It specifies the relationships among various job positions. B. The standards of behaviour of employees are evolved from group norms. C. It is deliberately designed by the top management. D. It places less emphasis on interpersonal relationships among the employees.
10	Which step of the Organising Process involves stating the job description, a document that clearly defines the contents and responsibilities related to a job? A. Departmentalization B. Assignment of duties C. Establishing reporting relationships D. Identification and division of work
Q.No.	CASE BASED QUESTIONS
1	'Smart Aids' was a reputed company manufacturing e-walking stick. It is now providing e-walking sticks with sensors or voice feedback for helping people with vision or mobility issues to move around more safely and easily. The company has been earning good profits. After its great success, it wants to diversify and enter into the manufacturing of high-class smart watches. These smart watches will help older people to live independently and safely while staying connected to their loved ones. These smart watches would also monitor their health by sending emergency alerts, reminding them to take medicines,

	etc. and help in managing their health issues. It will encourage physical activity and offer voice assistance for easy use and keep them connected with family through calls and messages. Though there are very homogeneous functions in both the products, they set up a separate business unit for these watches. Both units will have separate managers responsible for the performance of their units and have authority over the unit. Each manager would be accountable for profits, revenues and costs of their unit. This type of organisational structure would help the organisation to add new units without interrupting the existing operations. (i) State the type of organisational structure suitable for 'Smart Aids' giving reason in support of your answer. (ii) Give two advantages of the organisational structure, which are highlighted in the above case.
2	Rewton Ltd. was a reputed computer software company providing unique software all over India. The turnover of the company was very high resulting in good profits. The Chief Executive Officer, Vihaan, was very strict and disciplined. He specified the boundaries of authority and responsibility for achieving organizational goals. There was systematic coordination among the various activities and specific relationships among various job positions. The company provided facilities like a canteen, a gym, a library, a music room, and a rest area for its employees, which they could use during rest intervals. Using these facilities, the employees developed friendships and discussed not only their personal, social and emotional issues, but also the official ones. The General Manager was of a different view. He told the Chief Executive Officer that there was no use providing these facilities to the employees as it is an extra financial burden on the organization on one hand and on the other hand, it encourages groupism and whenever any change is required in the organization, they all resist. He suggested that they should do away with these facilities. But the Chief Executive Officer, Vihaan, explained to the General Manager that this type of social interaction is necessary, and is in the best interest of the organization. These interactions among people at work give rise to a network of social relationships among employees and have many benefits. (i) Identify and explain the type of organisation whose existence the Chief Executive Officer felt was necessary. (ii) State any two advantages and two disadvantages of the type of organization identified in (i) above.
3	‘Delegation helps a manager to extend his area of operations as without it, his activities would be restricted to only what he himself can do.’ In light of the above statement, explain how effective delegation helps the organisation in achieving objectives.
4	A company has been registered under the Companies Act with an authorized share capital of Rs.20,000 crores. Its registered office is situated in Delhi and manufacturing unit in a backward district of Rajasthan. Its marketing department is situated in Bhopal. The company is manufacturing Fast Moving Consumer Goods (FMCG). A) Suggest with the help of a diagram a suitable organisation structure for the company. B) State any three advantages of this organisation structure.
5	A Company named Mahi Cycles has decided to start a new branch in the Middle East. The company has recognised the amount of work to be done in number of hours. The company has found out that it will take 25000 hours of man work and has subsequently divided the number of hours for different operations. The real challenges of the company begin here. Very methodically responsibility of the recognized amount of work has been given to different individuals according to their capabilities. Which function of management is highlighted above? Identify the two steps of this function indicated above.

6	An organisation is working by clubbing similar related jobs under different departments. The HR department is not in direct touch with the Marketing Department and this has created problems. The HR head feels that he only knows about the HR department and similar is the case with the Marketing department. However, the truth is both of them have limited and specific skills. Which type of organisation structure does this organisation has? What will be the outcome of this mode of thinking in the near future for the organisation? Name one more disadvantage of this type of organisation structure?
7	Arnav Electricals is a company which has in recent years adopted the decentralized method of running the organisation. The company has grown dynamically and the decisions taken by the lower-level management are implemented which saves time as people taking decisions are near the point of action. However, recently chairman of another manufacturing firm who is also a good friend of Arnav, chairman of Arnav Electricals, met him and asked him how he could evaluate performance of employees in case he goes for a decentralized approach. A few hours later Arnav's secretary calls him and asks for the list of works to be done the next day. He narrates him all the important tasks to be executed. Which importance of decentralisation has been highlighted in the above case? What advice do you think Arnav should give to have better control in a decentralized organisation? Which concept of organizing is taking place between Arnav and his secretary? Which type of scope does this concept have?
8	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.
9	'Rats & Fleas' is a pesticide producing company. The company identifies the various types of activities to be done. For this it divides the work into various departments. The company then gets involved in its business with a lot of zeal. After one year of successful run the company decides to transfer the decision-making authority to the lower most level of the employees. For this a major policy decision is taken. Identify the function of management highlighted above and another concept also. Give the next two steps of this function. Also give one importance of the other concept which you have identified.
10	Identify the type of organisation structure in the following cases: - Apexa Glue is a manufacturing company based upon functions and has important departments like HR, Marketing, Finance, etc. - Ravi runs a company in Hyderabad. The company is known for its product specialisation and has a lot of reputation in the market. - Nitin is an owner of a reputed manufacturing company. However, in his firm it is difficult to fix responsibility on a particular department. - Archana is a dynamic CEO. In her organisation she allows for autonomy and opportunity to perform multiple functions. This had led to managerial development in her employees. - Rajiv Bulbs is a city based flourishing company. Recently it has won award for being the most economical company as the functions are not duplicated in it. - Synchronisation of efforts is easy in Sigma Tube lights Ltd. as all the related functions related to a particular product are integrated within one department.