

**.CHOITHRAM SCHOOL MANIKBAGH INDORE**

**CLASS XII**

**Session: 2017-18**

**SUBJECT-** BUSINESS OPERATIONS AND ADMINISTRATION

**ASSIGNMENT No. 3**

**Scheduled Date:1/9/2017**

**Submission Date : 7/9/2017**

<b>Q.no</b>	<b>Questions</b>	<b>Mark</b>
	<b>Very Short Answer</b>	
1.	Define leadership.	1
2.	It is defined as the process of influencing other people to work willingly for group objectives. Mention this element of directing.	1
3.	Name the organization which is deliberately created.	1
	<b>Very Short Answer</b>	
4.	Explain the roles of a leader in an organization.	2
5.	How does informal organisation support the formal organisation?	2
6.	Explain various styles of leadership with example.	2
7.	A company announced an incentive of Rs 10,000 to its employees who do not take leave in the most hectic time schedule i.e during Diwali time and show better performance. Since employees tend to take leave during this time, the chairman announced the above incentive to avoid delays in fulfilling the orders and ensuring smooth operations.  a) Which broad category of incentive was granted to employees? b) State the incentive under the broad category identified above and explain it.	2
	<b>Short Answer</b>	
8.	Nippon Ltd. an organization manufacturing generators. The marketing manager delegates the task to five sales representatives working under him. Among them the three sales representatives was able to achieve their respective targets. As a result the marketing manager talks to the CEO of the company to recognize the performance of the three sales representatives. The company decides to upgrade their cadre and their salary package also.  a. Name and explain the element of directing function which the company assures the three representatives to achieve their targets.  b. What values does the company inculcate to the other two sales representatives?	3
9.	M/s Beta Ltd. deals in consumer goods. It employs 100 workers and 10 operative managers who give guidance and support to the workers while operating the machinery. The company has a policy of granting leave as per the requirement of the workers. Workers are generally granted leave on festivals and special occasions. Recently on Puja festival, it received a big order. Workers are keen to take Puja holidays while management is	3

	<p>pressing hard for overtime. This matter was placed before the Personnel Manager who called the meeting of operative managers and workers to inform them about the changes in the incentive plan which states payment of double wages for working overtime and triple wages for working on holidays. Workers without any pressure voluntarily took limited holidays and were able to increase their earning by working overtime and on holidays. During Board of Directors meeting, Personnel Manager was asked to update the management for achieving higher output, meeting timely supplies without any confrontation with workers. Personnel Manager replied, "I just used a carrot with no sticks approach".</p> <p>By quoting the lines from above paragraph state any two elements of directing.</p>	
10.	To satisfy the social and psychological needs which type of incentives are needed? Explain four types of such incentives.	3
	<b>Long answer</b>	
11.	<p>Huma is working in a company on a permanent basis. As per job agreement she had to work for 8 hours a day and was free to work overtime. Huma worked overtime, due to which she fell ill and had to take leave from her work. No one showed concern and enquired about her health. She realized that she was fulfilling only some of her needs while some other needs still remained to be fulfilled.</p> <p>(i) By quoting the lines from the above para, identify the needs of Huma which she is able to fulfil.</p> <p>(ii) Also explain three other needs of Huma followed by the above needs, which still remained to be satisfied.</p>	5
12.	<p>Jack became a billionaire by brilliant management along with leading his company in a big way. Since 1999 when Jack founded Alibaba, he has stimulated and inspired employees 'think big' and 'work for your dreams'. He did that himself and built Alibaba into the world's largest online business. He believed in hiring people with superior technical skills.</p> <p>(a) Identify and state two functions of management highlighted above.</p> <p>(b) Discuss two points of importance of each of the function being identified in (a) above.</p> <p>(c) State any two values reflected in the above case.</p>	5