

CHOITHRAM SCHOOL MANIKBAGH INDORE
CLASS XII Session: 2018-19

SUBJECT- Business Operations and Administration

ASSIGNMENT No. 3

Scheduled Date. 14.09.2018

Submission Date: .19.09.2018

Q.no	Questions	Mark
1.	Give the meaning of In-basket training method.	1
2.	What kind of tests are required for the following vacancies: a. An interior decorator. b. A computer operator.	1
3	Ramesh is working under the guidance of Harish, a carpenter, for the last three years to learn the different skills of this job. Name the method of training ramesh is undergoing	1
Very Short Answer		
4	External sources of recruitment are better than Internal sources” Give two reasons in support of your answer.	2
5	“ An ideal control system is one that checks every bit of performance “. Do you agree with the statement? Give reasons.	2
6	A company is manufacturing paper plates and bowls. It produces 10,000 plates and bowls each day. Due to local festival it got an urgent order of extra 5,000 plates. Advice how company will fulfill its order and which method of recruitment would you select.	2
7	Mr. Rachit is the manager of a company. His employees are not satisfied with him as he does not listen to their suggestions and often exercises unethical standards. Identify and discuss the qualities of good leader which are missing in Rajat.	2
Short Answer		
8	Explain theory X and theory Y of motivation.	3
9	Which communication barrier is concerned with signs, symbols and gestures? Explain any three such barriers.	3
10	Why is recruitment a positive process?	3
Long answer		
11	Identify the function of management which refers to the process of instructing, guiding, counselling, motivating and leading people in the organisation to achieve objectives. Explain the importance of this function of management.	5
12	Blue Heavens Ltd. purchased a new hi-tech machine from Germany for manufacturing high quality auto components in a cost effective manner. But during the production process, the manager observed that the quality of production was not as per standard. On investigation it was found that there was lack of knowledge amongst the employees of using these hi-tech machines. So, frequent visit of engineers was required from Germany. This resulted in high	5

	<p>overhead charges.</p> <ul style="list-style-type: none"><li data-bbox="331 277 1270 389">(i) Suggest what can be done to develop the skills and abilities of employees for producing high quality products by using these hi-tech machines.<li data-bbox="331 398 1190 472">(ii) Also state how the employees or the organization will benefit from your suggestion.<li data-bbox="331 479 1275 553">(iii) State the values followed by Blue Heavens ltd in developing the skills and abilities of employees.	
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