

- Q.12 What is the difference between product and service?
- Q.13 What do you mean by consumer? How will you classify the consumers?
- Q.14 Write any five characteristics of organizations.
- Q.15 Write the steps in the formation of Partnership firm.
- Q.16 What are the rules of good business communication?
- Q.17 What do you understand with Financial management?
- Q.18 Write the characteristics of organizational behavior.

### **SECTION-C**

- Note:** Long answer type questions. Attempt any one question out of two questions. (10x1=10)
- Q.19 What are the functional areas of management? Write any two functions in details.
- Q.20 What do you understand with business environment? Write external factors of business environment.

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**Level 3, 2nd Sem. / Branch: BFSI**  
**Subject : Business Operation and Administration**

Time : 2 Hrs.

M.M. : 50

### **SECTION-A**

**Note:** Objective/ Completion type questions. All questions are compulsory. (10x1=10)

- Q.1 Write a short note on business operations.
- Q.2 Difference between internal and external factors of business environment.
- Q.3 Features of services.
- Q.4 Definition of organization.
- Q.5 Define Joint stock company.
- Q.6 Types of common business letters.
- Q.7 Human resource management.
- Q.8 Rules of good business correspondence.
- Q.9 Define group dynamics.
- Q.10 Importance of organizational behavior.

### **SECTION-B**

**Note:** Short answer type questions. Attempt any six questions out of eight questions. (6x5=30)

- Q.11 Write a short note on management of business operations.

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