

5. Appar Foundation is a Non Government Organisation (NGO) working to improve the lives of children with medical needs, the homeless and victims of natural disasters. Apart from donations in cash, they collect dry ration, old clothes, shoes, toys, books and medicines from donors. At Appar Foundation's office in Bhopal the material collected is segregated, classified and put in shelves and boxes that are labelled systematically. There is a specific place for each these items and volunteers put everything at their respective places.

The volunteer work is divided into specific jobs like fund raising, field visit, social media updates and so on. Each volunteer is part of a particular team, depending on their competency and training. Each volunteer becomes specialised in their respective field, leading to efficient utilisation of human effort.

- (i) Identify and explain two principles of management adopted by Appar Foundation.
(ii) State two values that Appar Foundation is displaying and promoting in society through their work.

(CBSE 2017) 5 marks

4. Rajat joined as a CEO of Bharat Ltd, a firm manufacturing Computer hardware. On the first day he addressed the employees. He said that he believed that a good company should have an employee suggestion system and he wished to minimise employee turnover to maintain organisational efficiency. He informed all employees that he would ensure that all agreements were clear, fair and there was judicious application of penalties. However, he said that he believed that lazy personnel should be dealt with sternly to send the message that everyone was equal in the eyes of management. Also that he would want to promote a team spirit of unity and harmony among employees, which would give rise to a spirit of mutual trust and belongingness among team members and eventually minimise need for using penalties. He told all present that the interests of the organization should take priority over the interests of any one individual employee.

- (a) Identify and briefly explain any four principles of management given by Fayol, which Rajat highlighted in his address to the employees.
- (b) Also state two values that Rajat wanted to spread in the organization.

(CBSE SQP 2018) 6 marks

1. Nutan Tiffin Box service was started in Mumbai by Mumbai Dabbawalas. The Dabbawalas who are the soul of entire Mumbai aim to provide prompt and efficient services by providing tasty homemade tiffin to all office goers at right time and place. The service is uninterrupted even on the days of bad weather, political unrest and social disturbances. Recently they have started online booking system through their website 'mydabbawala.com'. Owing to their tremendous popularity amongst the happy and satisfied customers and members, the dabbawalas were invited as guest lecturers by top business schools. The Dabbawalas operate in a group of 25-30 people along with a group leader. Each group teams up with other groups in order to deliver the tiffin on time. They are not transferred on frequent basis as they have to remember the addresses of their customers. They follow certain rules while doing trade- No alcohol during working hours; No leave without permission; Wearing of white cap & carrying ID cards during business hours.

Recently on the suggestion of a few self motivated fellow men, the dabbawalas thought out and executed a plan of providing food left in tiffins by customers to slum children. They have instructed their customers to place red sticker if food is left in the tiffin, to be fed to poor children later.

- (a) State any one principle of management given by Fayol & one characteristic of management mentioned in the above case.
- (b) Give any two values which the Dabbawalas want to communicate to the society.

(CBSE SQP 2016) 4 marks