MAHARASHTRA BOARD · CLASS 12 · ORGANISATION OF COMMERCE AND MANAGEMENT

Maharashtra Board Class 12 Organisation of Commerce and Management Important Questions 2027

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Principles of Management

1. Answer: principles of management by Henry Fayol

Asked 5× · Board 2022, Board 2024, Board 2025, Board 2026 · 4/5 marks

Attempt : Explain any five Henry Fayol's principles of management.

2. Match the pairs: mixed OCM concepts

Asked 3× · Board 2023, Board 2024, Board 2026 · 5 marks

Match the pairs : Group 'A' - (a) Principle of 'Unity' in Direction (b) Pipeline transport (c) Registration (d) Economic objective (e) King of the market ; Group 'B' - (1) Last step (2) Consumer (3) One head-one plan (4) Petroleum and gas (5) To maintain solvency and prestige (6) Socialist (7) Proper division of all activities (8) Western Union Money Transfer (9) To earn profit (10) First step

3. Explain the term: Time Study

Asked 2× · Board 2025, Board 2026 · 2 marks

Explain the following term / concept : Time study

4. Justify: principle of equity is important

Asked 2× · Board 2024, Board 2026 · 4 marks

Justify the following statement : Principle of equity is important.

5. Attempt: principles of scientific management

Asked 2× · Board 2024, Board 2026 · 5 marks

Attempt : Explain any five principles of scientific management.

6. Explain the term: Management

Asked 2× · Board 2023, Board 2026 · 2 marks

Explain the following term / concept : Management

7. MCQ: father of scientific management is F. W. Taylor

Asked 2× · Board 2024, Board 2025 · 1 marks

Select the correct option : _____ is regarded as the Father of Scientific Management. (a) Henry Fayol (b) F.W. Taylor (c) Philip Kotler

8. Attempt: nature of principles of management

Asked 2× · Board 2023, Board 2025 · 5 marks

Attempt : Explain nature of principles of management.

9. Justify: principles of management are flexible

Asked 2× · Board 2022, Board 2025 · 4 marks

Justify the following statement : Principles of management are flexible in nature.

Functions of Management

10. Controlling is the last function of management
Asked 4× · Board 2022, Board 2023, Board 2025, Board 2026 · 1/4 marks

Select the correct option : The functions of management end with _____. (a) directing (b) staffing (c) controlling

11. True/False: co-operation not necessary for smooth flow
Asked 3× · Board 2024, Board 2025 · 1 marks

State whether true or false : Co-operation is not necessary for smooth flow of organizational activities.

12. Planning is the first function of management
Asked 2× · Board 2025, Board 2026 · 1/4 marks

Justify the following statement : Planning is the first function of management.

13. Give one word: Communication
Asked 2× · Board 2025, Board 2026 · 1 marks

Give one word / phrase / term : An art of exchanging ideas, facts, information, etc. from one person or entity to another.

14. Explain the term: Staffing
Asked 2× · Board 2025, Board 2026 · 2 marks

Explain the following term / concept : Staffing

15. Explain the term: Directing
Asked 2× · Board 2025, Board 2026 · 2 marks

Explain the following term / concept : Directing

16. Right person at right job with right pay (staffing)
Asked 2× · Board 2025, Board 2026 · 1/4 marks

Justify the following statement : 'Right person at right job with right pay' is the basic principle of staffing.

17. True/False: every function of management is based on planning
Asked 2× · Board 2025, Board 2026 · 1 marks

State whether true or false : Every function of management is not based on planning.

18. Explain the term: Communication
Asked 2× · Board 2024, Board 2026 · 2 marks

Explain the following term / concept : Communication

19. Distinguish: Organising vs Staffing
Asked 2× · Board 2024, Board 2025 · 4 marks

Distinguish between : Organising and Staffing

20. Arrange in order: functions of management
Asked 2× · Board 2022, Board 2026 · 1 marks

Arrange in proper order : Controlling, Organizing, Planning

21. Explain the term: Organising
Asked 2× · Board 2022, Board 2026 · 2 marks

Explain the following term / concept : Organizing

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22. Odd one out: functions of management (Writing)

Asked 2× · Board 2023, Board 2025 · 1 marks

Find the odd one : Writing, Planning, Organising, Staffing

23. Case: identify management function (organising/directing/co-ordinating)

Asked 2× · Board 2022, Board 2024 · 3 marks

Study the case and express your opinion : In XYZ company, Mr. Lele gives instructions to the employees working under him, provides guidance and motivates them for their best performance. On the other hand Mr. Sayyad takes effort to harmonize the work done by the employees of different departments while achieving organizational goals. Mr. Desai is looking after the arrangement of required resources to the business organization. Mention the name of employee engaged in following functions : (i) Organising (ii) Directing (iii) Co-ordinating

Entrepreneurship Development

24. Answer: functions of an entrepreneur

Asked 3× · Board 2024, Board 2025, Board 2026 · 5 marks

Attempt : Explain the functions of an entrepreneur.

25. Answer in brief: characteristics of an entrepreneur

Asked 3× · Board 2024, Board 2025, Board 2026 · 4/5 marks

Attempt : Explain the characteristics of an Entrepreneur.

26. MCQ: Start-up India is an initiative of Government of India

Asked 2× · Board 2022, Board 2024 · 1 marks

Select the correct option : Start-up India is an initiative of the _____ (a) RBI (b) Government of India (c) World Bank

Business Services

27. Case: identify type of insurance needed (life/marine/fire)

Asked 4× · Board 2023, Board 2024, Board 2025 · 3 marks

Study the case and express your opinion : Mr. Anil is a businessman. He has his own factories in Pune and Nashik. He lives in Pune with his wife and two daughters aged 5 and 8 years old. (a) Can Mr. Anil take a life insurance policy for his wife and two daughters? (b) Can Mr. Anil take a marine insurance policy for his factories? (c) Which type of insurance should Mr. Anil take for protecting his factories from loss due to fire?

28. Distinguish: Road Transport vs Rail Transport

Asked 3× · Board 2024, Board 2026 · 4 marks

Distinguish between : Road Transport and Rail Transport

29. Air transport is the costliest / not the cheapest mode

Asked 3× · Board 2025, Board 2026 · 1 marks

Select the correct option : Air transport is _____ mode of transport. (a) the cheapest (b) the costliest (c) free

30. Explain types of warehouses

Asked 3× · Board 2022, Board 2024, Board 2026 · 5/8 marks

Answer in detail : What is a warehouse? Explain various types of warehouses.

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31. Distinguish: Life Insurance vs Fire Insurance
Asked 3× · Board 2022, Board 2025 · 4 marks

Distinguish between : Life Insurance and Fire Insurance.

32. Explain the term: Warehousing
Asked 2× · Board 2025, Board 2026 · 2 marks

Explain the following term / concept : Warehousing

33. Warehouse creates time (and place) utility
Asked 2× · Board 2025, Board 2026 · 1 marks

Select the correct option and complete the table [E-business, Apex bank of the country, Responsibility towards Government, 2019, Warehouse] : _____ - Time and place utility

34. MCQ: principle of indemnity not applicable to life insurance
Asked 2× · Board 2025, Board 2026 · 1 marks

Select the correct option : Principle of _____ is not applicable to life insurance. (a) insurable interest (b) utmost good faith (c) indemnity

35. Answer in detail: primary functions of commercial banks
Asked 2× · Board 2025, Board 2026 · 8 marks

Answer in detail : What is Bank? Explain primary functions of commercial banks.

36. Odd one out: banks (RBI among NABARD/SIDBI/EXIM)
Asked 2× · Board 2024, Board 2025 · 1 marks

Find the odd one : NABARD, RBI, SIDBI, EXIM

37. Explain the term: Insurance
Asked 2× · Board 2022, Board 2026 · 2 marks

Explain the following term / concept : Insurance

38. MCQ: cold storage warehouse for perishable goods
Asked 2× · Board 2023, Board 2025 · 1 marks

Select the correct option : _____ warehouses provide facilities for perishable commodities. (a) Bonded (b) Cold Storage (c) Government

39. Odd one out: co-operative banks (Exchange bank)
Asked 2× · Board 2023, Board 2025 · 1 marks

Find the odd one : Primary credit co-operative society, State co-operative bank, District co-operative bank, Exchange bank.

40. Answer in detail: types of banks
Asked 2× · Board 2022, Board 2025 · 8 marks

Answer in detail : What is Bank? Explain different types of Banks.

41. True/False: current account opened by salaried persons
Asked 2× · Board 2023, Board 2024 · 1 marks

State whether true or false : Current Account is opened by salaried persons.

42. Overdraft facility is for current account
Asked 2× · Board 2022, Board 2024 · 1 marks

Select the correct option : Banks provide overdraft facility to _____ account holders. (a) saving (b) current (c) fixed deposit

Emerging Modes of Business

43. Case: identify online transaction type (C2C/B2C) and first step

Asked 4× · Board 2022, Board 2024, Board 2026 · 3 marks

Study the case and express your opinion : Ajay purchases some gift articles online from www.flipkart.com. At the same time Jyoti purchases gift from e-bay.com. (a) Which website is related to C2C? (b) Which website is related to B2C? (c) Which first step in online transaction does Ajay need to follow?

44. Registration is required / first step in online transaction

Asked 4× · Board 2023, Board 2024, Board 2025, Board 2026 · 1 marks

Select the correct option : For online transaction _____ is required. (a) registration (b) trading (c) business

45. Odd one out: payment cards (Aadhar card)

Asked 3× · Board 2024, Board 2025 · 1 marks

Find the odd one : Debit card, Credit card, Aadhar card, ATM card

46. Give one word: Online transaction

Asked 2× · Board 2025, Board 2026 · 1 marks

Give one word / phrase / term : The transaction which is done with the help of internet.

47. e-business allows working across the globe

Asked 2× · Board 2025, Board 2026 · 1/4 marks

Justify the following statement : E-business allows user to work across the globe in any field.

48. Justify: e-business is easy to set up vs traditional business

Asked 2× · Board 2024, Board 2025 · 4 marks

Justify the following statement : It is easy to set up e-business as compared to traditional business.

49. Case: traditional vs e-business payment (cheque vs fund transfer)

Asked 2× · Board 2023, Board 2025 · 3 marks

Study the case and express your opinion : Mr. Suresh made his payment by cheque. At the same time Mr. Saksham made his payment by fund transfer. (a) Whose payment is faster? (b) Whose payment is related to traditional business? (c) Whose payment is related to e-business?

50. Distinguish: E-commerce vs E-business

Asked 2× · Board 2023, Board 2025 · 4 marks

Distinguish between : E-business and E-commerce.

51. Meaning of outsourcing

Asked 2× · Board 2022, Board 2025 · 1/2 marks

Select the correct option : The process of contracting a business function to someone else is called as _____ (a) outsourcing (b) trading (c) E-business

52. Odd one out: online transaction types (A2Z)

Asked 2× · Board 2023, Board 2024 · 1 marks

Find the odd one : B2B, B2C, A2Z, C2C

Consumer Protection

53. Answer in brief: rights of consumers

Asked 5× · Board 2022, Board 2024, Board 2026 · 4/5 marks

Answer in brief : Explain any four rights of consumers.

54. Distinguish: District Commission vs State Commission
Asked 3× · Board 2024, Board 2025 · 4 marks
Distinguish between : District Commission and State Commission

55. Explain the term: Public interest litigation (Janahit Yachika)
Asked 3× · Board 2023, Board 2024, Board 2026 · 2 marks
Explain the following term / concept : Public interest litigation (Janahit Yachika)

56. Distinguish: State Commission vs National Commission
Asked 3× · Board 2023, Board 2024, Board 2026 · 4 marks
Distinguish between : State Commission and National Commission

57. Aim/objective of consumer organisations is to protect consumers
Asked 2× · Board 2025, Board 2026 · 1/4 marks
Justify the following statement : Aim of consumer organizations is to protect the rights of the consumers.

58. Give one word: Right to safety
Asked 2× · Board 2025, Board 2026 · 1 marks
Give one word / phrase / term : The right of consumer which is about safety and protection to his life and health.

59. Justify: consumer organisations and NGOs play an important role
Asked 2× · Board 2025, Board 2026 · 4 marks
Justify the following statement : Consumer organisations and NGOs play an important role in consumer protection.

60. Year of the Consumer Protection Act
Asked 2× · Board 2024, Board 2026 · 1 marks
Select the correct option and complete the table [E-business, Apex bank of the country, Responsibility towards Government, 2019, Warehouse] : _____ - Consumer Protection Act

61. True/False: Lok Adalat is people's court
Asked 2× · Board 2023, Board 2026 · 1 marks
State whether true or false : Lok Adalat can rightly be described as people's court.

62. Odd one out: consumer redressal machinery (NGO)
Asked 2× · Board 2024, Board 2025 · 1 marks
Find the odd one : District Commission, State Commission, NGO, National Commission.

63. True/False: Consumer Protection Act protects the producer
Asked 2× · Board 2024, Board 2025 · 1 marks
State whether true or false : Consumer Protection Act provides protection to the producer.

64. Correct the word: consumers are widely scattered and not united
Asked 2× · Board 2022, Board 2026 · 1 marks
Correct the underlined word and rewrite : In India, sellers are widely scattered and not united.

65. Arrange in order: consumer redressal hierarchy of judges
Asked 2× · Board 2022, Board 2026 · 1 marks
Arrange in proper order : District Judge, Supreme Court Judge, High Court Judge

66. Distinguish: District Commission vs National Commission
Asked 2× · Board 2022, Board 2026 · 4 marks
Distinguish between : District Commission and National Commission

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67. Answer in brief: need for consumer protection
Asked 2× · Board 2023, Board 2025 · 4 marks

Answer in brief : Explain any four needs of consumer protection.

68. Justify: consumers have many responsibilities
Asked 2× · Board 2023, Board 2025 · 4 marks

Justify the following statement : Consumers have many responsibilities.

69. Explain the term: Lok Adalat
Asked 2× · Board 2022, Board 2025 · 2 marks

Explain the following term / concept : Lok Adalat

70. MCQ: president of District Commission is District Judge
Asked 2× · Board 2023, Board 2024 · 1 marks

Select the correct option : The president of District Consumer Commission is a _____. (a) District Judge (b) High Court Judge (c) Supreme Court Judge

Marketing

71. Origin of the word 'market' (Latin Mercatus)
Asked 5× · Board 2024, Board 2025, Board 2026 · 1 marks

State whether true or false : The term market is derived from the Latin word 'mercatus.'

72. Answer: functions of marketing
Asked 5× · Board 2022, Board 2023, Board 2025, Board 2026 · 4/8 marks

Answer in detail : What is marketing? Explain different functions of marketing.

73. Importance of marketing to consumers
Asked 4× · Board 2022, Board 2024, Board 2025, Board 2026 · 4/5 marks

Attempt : Explain importance of marketing to the consumers.

74. Importance of marketing to society
Asked 3× · Board 2024, Board 2025, Board 2026 · 4/5 marks

Attempt : Explain the importance of marketing to the society.

75. Answer in detail: 7 Ps of marketing mix
Asked 3× · Board 2024, Board 2025 · 8 marks

Answer in detail : What is Marketing? Explain 7 Ps of Marketing Mix.

76. Answer in brief: types of market (area/volume/time)
Asked 2× · Board 2025, Board 2026 · 4 marks

Answer in brief : Explain types of market on the basis of Area covered and on the basis of Time.

77. MCQ: retail market sells directly to consumer
Asked 2× · Board 2023, Board 2026 · 1 marks

Select the correct option : Retail market is the market where retailer sells goods directly to the _____ in small quantities. (a) producer (b) wholesaler (c) consumer

78. Odd one out: marketing mix 4 Ps (People)
Asked 2× · Board 2024, Board 2025 · 1 marks

Find the odd one : Price, People, Promotion, Product

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79. Answer in brief: 4 Ps of marketing mix
Asked 2× · Board 2022, Board 2026 · 4 marks

Answer in brief : Explain 4Ps of product marketing mix.

80. Odd one out: types of market (Manufactured goods market)
Asked 2× · Board 2023, Board 2025 · 1 marks

Find the odd one : Stock Exchange, Foreign Exchange, Bullion Market, Manufactured goods market.

81. Explain the term: Packaging (and Labelling)
Asked 2× · Board 2023, Board 2024 · 2 marks

Explain the following term / concept : Packaging and Labelling

Social Responsibilities of Business and Business Ethics

82. Case: social responsibility towards employees (interest group)
Asked 3× · Board 2024, Board 2025, Board 2026 · 3 marks

Study the case and express your opinion : Sanjyot Co. Ltd. is providing facilities for their female staff like day care centre for kids and work from home facility. Even management takes their suggestions while taking the decisions though they are members of trade union. (a) By doing this activity they are following social responsibility towards which interest groups? (b) Write any one facility provided by the company to their employees. (c) What kind of responsibility employer follows in above case?

83. MCQ: ethics derived from Greek word ethos
Asked 2× · Board 2025, Board 2026 · 1 marks

Select the correct option : The term 'Ethics' is derived from the _____ word 'ethos.' (a) Latin (b) French (c) Greek

84. Case: environmental responsibility neglected (pollution)
Asked 2× · Board 2025, Board 2026 · 3 marks

Study the case and express your opinion : An organisation manufacturing paints has been enjoying a prominent market position since many years. It has been dumping its untreated poisonous waste on the river bank, which has created many health problems for the nearby villages. (a) Which responsibility is neglected by the manufacturing organisation? (b) What kind of pollution they are doing? (c) Write any one precautionary measure they need to take.

85. Businessmen are trustees of society
Asked 2× · Board 2024, Board 2025 · 1 marks

Select the correct option : Businessmen are _____ of the society. (a) representatives (b) members (c) trustees

86. Odd one out: responsibilities towards employees (Reasonable profit)
Asked 2× · Board 2024, Board 2025 · 1 marks

Find the odd one : Job security, Health and safety measures, Good working condition, Reasonable profit.

87. Responsibility of timely payment of taxes towards government
Asked 2× · Board 2022, Board 2026 · 1 marks

Select the correct option and complete the table [E-business, Apex bank of the country, Responsibility towards Government, 2019, Warehouse] : Timely payment of taxes - _____

88. Answer: responsibilities of business towards government

Asked 2× · Board 2022, Board 2024 · 4/5 marks

Answer in brief : Explain any four responsibilities of business towards government.

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