



- (10) The ability to combine name and addresses with a standard document is called  
 (A) Document formatting (B) Database management  
 (C) Mail merge (D) Form letters
- (11) Which one from the following is the ways to develop creative thinking skills  
 (A) close mindedness (B) don't have a hobby  
 (C) communication (D) believe in your own capability
- (12) Which can be used for quick access to commonly used commands and tools in MS Word?  
 (A) Status bar (B) Tool bar  
 (C) Menu bar (D) Title bar
- (13) How can you remove borders applied in cells?  
 (A) Choose None on Border tab of Format cells (B) Open the list on Border tool in Format Cell toolbar then choose first tool (none)  
 (C) Both of above (D) None of above
- (14) You can auto fit the width of column by  
 (A) Double clicking on the column name on column head (B) Double click on the cell pointer in worksheet  
 (C) Double clicking on column right border on column header (D) Double clicking on the column left border of column header

**Q.2 Write following Short Questions. (All Questions Carry equal marks)**

**16**

1. What are the barriers to critical thinking?
2. How to develop creative thinking skills?
3. What is case study?. Explain the steps to be followed to solve the case.
4. Explain the case base learning?
5. Explain steps to insert header and footer in word document.
6. How to insert footnote & endnote in word document
7. Steps of Critical Thinking
8. Explain find and replace with reference to MS word

**Q.3 What is mail merge? Explain in details.**

**10**

**OR**

**Q.3 What is chart? Explain different types of chart available in MS Excel**

**10**

**Q.4** Rajnath Kumar graduated from the University of Mumbai with his M.B.A. In 1979. He had numerous jobs offers but choose G.K.Motors for several reasons. The Automobile Industry offered excellent career opportunities and the G.K.Motors was world's No.1. Two wheeler Manufacturing Co. salaries and benefits are the Best in the country at G.K.Motors.

Rajnath started his career at G.K.Motors as a Financial Analyst at the companies Engine division. From there he proceeded through a long sequence of increased job responsibilities. By the end of 25th Anniversary with the company he had risen to the position of Vice President Finance in the corporate Department. He was also given Directorwise from the employees side. His salary was Rs. 18,00,00 PA. In the event of good sales he may get an additional Bonus of Rs. 10000 to 250000. But those bonuses had become increasingly raise because G.K.Ltd's. Profitability had declined throughout 1990's. This us due to the changes in the Market. When Rajnath joined the company in 1974 nearly one out of every two Bikes sold in India was G.K.'s product. But in 1990 it had gone to one out of every 5 bikes. As the result, G.K. Management has taking drastic action to try to stop its decline in the market share. It was closing inefficient plants, reorganising divisions, | introducing new production techniques and making heavy reduction in its staff more than 1999 white collar jobs were eliminated one of those was

Rajnath Kumar's job. In the month of December 2000 just after the completion of 25 years with G.K. Motors, he was given the opportunity to take early retirement. Rajnath saw the notices, bill boards, writings, Bit papers that if he didn't take early retirement, it would owing be a matter of five may be a year or two at best and he would be pushed out, and with less attractive package. So he took the company's offer of 1 year full pay with life time medical facilities for him and his family. Rajnath wanted to put a positive spin on the situation. May be this it was a blessing in disguise. He is only 48 years old. He had 25 years of experience with one of the world famous Bike company. He may settle down with a company that was growing.

Rajnath was out of the job for hardly 1% years. It is now June 2001. He had been responding to more than 25 employment address. He had sent more than 200 applications to different companies. He had interacted with 10 employment firms recruiting executives. He had spent more than Rs. 5000 for searching a job. All the effort went as waste. He was told that his experience wasn't relevant to present work place. There were no opportunities in big companies. The small "companies wanted persons with flexibility and they considered conprute personal like Rajnath as "mentally rigid". There are some jobs available but Rajnath has to take 50% less of his last pay and the employers were very uncomfortable offering. Some are such a relatively low salary, they made Rajnath to be demotivated and likely to go act of the job immediately after his joining.

- (a) How valid do you think the comments are that Rajnath was hearing. **05**  
(b) If you were a small business concern in need of & person with Financial experience would you consider Rajnath. **05**

**OR**

- Q.4** (a) What suggestions might you make to Rajnath to help him find a suitable job with peaceful mind. **05**  
(b) What do you think about future of Rajnath? **05**

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