

CHAPTER 5

Organising

CBSE · Business Studies · Class 12

WHAT THIS CHAPTER DOES

Boards prep that builds confidence, not anxiety.

TODAY'S MISSION

WHY THIS MATTERS

Where Organising fits

TOPIC

5 steps of the organising process

TOPIC

A

Part A · Importance of Organising

TOPIC

Why every firm must organise — 7 benefits

POINT 1

POINT 2

POINT 3

POINT 4

TOPIC

Span of management — the trade-off

TOPIC

B

Part B . Organisational Structure

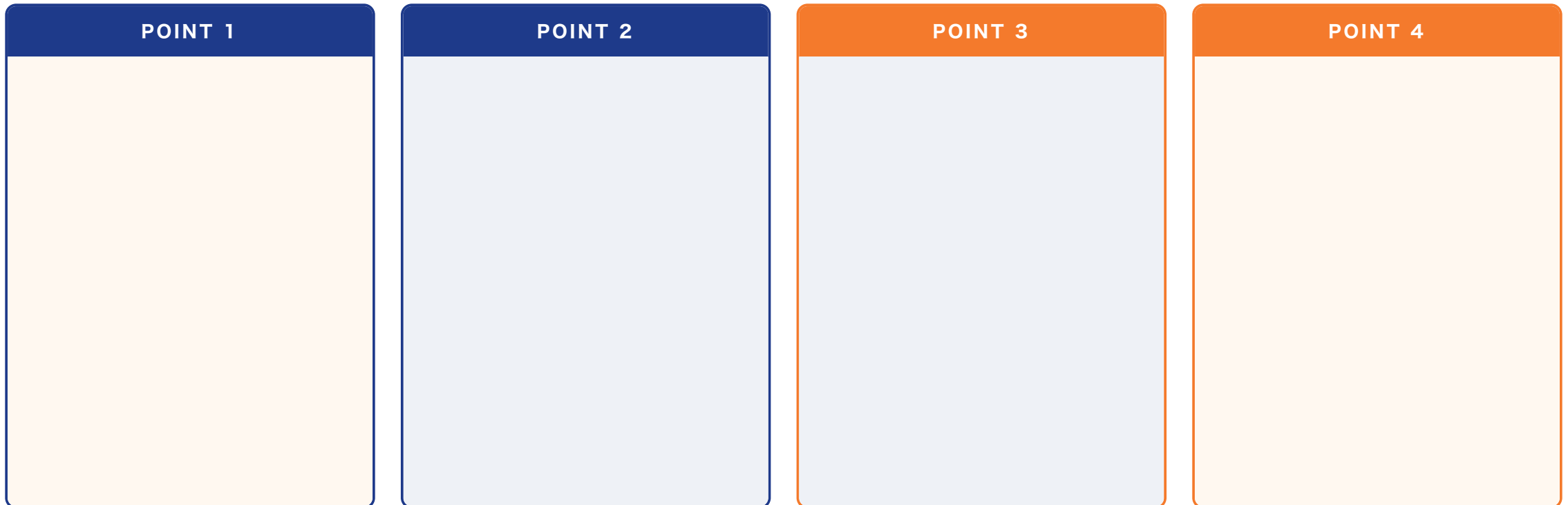
WORKED EXAMPLE

Three levels of a typical firm



TOPIC

Functional structure — at a glance



TRY IT · SOLVE BEFORE YOU PEEK

Pause — 60 seconds

Work it out before you flip the answer.

SOLUTION

WORKED EXAMPLE

Divisional structure — Hindustan Unilever case

TOPIC

Functional vs Divisional — 5 bases to memorise

POINT 1	POINT 2	POINT 3	POINT 4

TOPIC

C

Part C - Formal vs Informal Organisation

TOPIC

Formal vs Informal — side by side

POINT 1	POINT 2	POINT 3	POINT 4

TRY IT · SOLVE BEFORE YOU PEEK

Reality check — 45 seconds

Work it out before you flip the answer.

SOLUTION

TOPIC

D

Part D · Delegation

WORKED EXAMPLE

Delegation in a real office

TOPIC

Importance of delegation — 4 CBSE points

TOPPER TEMPLATE · MARK-BY-MARK

Topper's 5-mark answer — Delegation vs Decentralisation

TOPIC

Decentralisation — importance + caution

POINT 1

POINT 2

POINT 3

POINT 4

PYQ PATTERNS

Last 10 years — where the marks come from

MARKS DISTRIBUTION

Sub-topic weightage — CI 12 BSt Ch 5

TOPIC

Trap

TRAP → TRUTH

× **MISTAKE** Delegation and Decentralisation are the same.

✓ **CORRECT** Delegation is a routine downward transfer of authority for specific tasks; decentralisation is an organisation-wide POLICY of systematic and selective delegation.

TOPIC

Trap

TRAP → TRUTH

× **MISTAKE** Informal organisation is harmful and should be abolished.

✓ **CORRECT** Informal organisation fills gaps in the formal structure, speeds communication, and boosts morale — it cannot be abolished and is often useful.

TOPIC

Trap

TRAP → TRUTH

× **MISTAKE** A manager who delegates work also delegates accountability.

✓ **CORRECT** Authority can be delegated and responsibility shared, but accountability ALWAYS rests with the superior — it cannot be transferred.

TOPIC

Trap

TRAP → TRUTH

× **MISTAKE** Functional structure is always better than divisional structure.

✓ **CORRECT** Functional suits single-product firms; divisional suits multi-product or multi-region firms. Neither is universally better.

TOPIC

Trap

TRAP → TRUTH

- × **MISTAKE** Centralisation means all decisions are taken by one person.
- ✓ **CORRECT** Complete centralisation/decentralisation is impossible. Every organisation has a BLEND; the question is the DEGREE.

PYQ PATTERNS

Top PYQ patterns to drill

#1	Functional vs Divisional	distinguish on any 5 bases (5 marks) — 85%
#2	Formal vs Informal	distinguish on any 4 bases (4 marks) — 70%
#3	Importance/benefits of delegation (any 4) (4 marks)	65%
#4	Delegation vs Decentralisation (5 marks)	60%
#5	Steps in the organising process (4 marks)	55%

RECAP · MEMORISE THESE

Chapter snapshot

1 Organising = 5 steps that turn plans into a working structure

2 Two structures: Functional (by function, single-product) vs Divisional (by product/region, multi-product)

3 Formal is deliberately created; Informal emerges socially — both coexist

4 Delegation = Authority + Responsibility + Accountability (the

5 Decentralisation = systematic, selective delegation as an organisation-wide POLICY

WHAT'S NEXT

Coming up next

- Chapter 6 — Staffing: how the organisation FILLS the positions we just created
- Look for: recruitment, selection, training, performance appraisal

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