

BUDHA DAL PUBLIC SCHOOL PATIALA
First Term Examination (9 September 2024)
Class XII (Commerce)
Subject - Business Studies (Set-A)

M.M.80

Time: 3hrs

General Instructions

1. All questions are compulsory.
2. Questions from 1 to 20 carrying 1 mark each.
3. Questions from 21 to 24 carrying 3 marks each.
4. Questions from 25 to 30 carrying 4 marks each.
5. Questions from 31 to 34 carrying 6 marks each.

Q1. Keya Ltd. is a large organisation manufacturing a popular brand of desi ghee and supplying it to various states of India. They manufacture 10,000 litres of desi ghee every day and pack in cartons of 250 ml, 500 ml, and 1 litre sizes. The production manager ensures that one out of every ten cartons of each size is checked for quality control everyday.

The step of the controlling process discussed in the above para is:

- a) Setting performance standards
- b) Measurement of actual performance
- c) Comparison of actual performance with standards
- d) Analyzing deviations

Q2. Many reputed business organisations keep a data base of unsolicited applications in their offices. Identify the related external source of recruitment.

- a) Campus recruitment b) Promotion c) Casual callers d) Direct recruitment

Q3. Which principle of scientific management discards the old approach of rule of thumb?

- a) Harmony not discord b) Co-operation, not individualism
- c) Science, not rule of thumb d) Either (a) or (c)

Q4. Alfa Ltd. is earning enough revenue to cover cost and the risk of the business. Now the co. wants to increase the sales volume, the capital investment, the no. of employees and the no. of products also. By doing this, the management wants to achieve its following objective:

- a) Survival b) Profit c) Personal d) Growth

Q5. In 'Delight Ice Cream Ltd.' decision making authority is concentrated at the top level and no authority has been delegated among the subordinates. On the other hand in 'tasty ice creams Ltd.' a big organisation as compared to 'Delight ice cream Ltd.' decision making authority is always delegated among more than one person. Identify the principle of management discussed above.

- a) Stability of personnel b) Centralisation and Decentralisation
- c) Authority and responsibility d) Scalar chain

Q6. Ritu Kapoor has set-up a bakery, 'Bakes and Cakes' in Pune. She receives online orders for cakes from within the city and supplies them on the same day. She set a target that she would earn a revenue of Rs. 5,00,000 in the first year. She informed her employees about the target and asked them to contribute ideas to achieve the same.

Ritu Kapoor has performed the first step in the process of one of the functions of management. The next step to be performed is

- a) Identifying alternative course of actions b) Setting objectives
- c) Developing premises d) Follow-up actions

Q7. Assertion(A): Delegation is a pre-requisite to the efficient functioning of an organisation.

Reason(R): It enables a manager to use his time on high priority activities.

A-1

Alternatives:-

- a) Both (A) and (R) are incorrect.
- b) (A) is correct but (R) is incorrect.
- c) Both (A) and (R) are correct and (R) is the correct explanation of (A).
- d) Both (A) and (R) are correct but (R) is not the correct explanation of (A).

Q8. 'SK Builders became the market leader in the designer house segment as it was the first to recognize the need of using Artificial Intelligence in designing house in the changing environment of technological advancement. This highlights the following point of importance of business environment.

- a) It helps to identify threats and early warning signals.
- b) It enables the firm to identify opportunities and getting the first mover advantage.
- c) It helps in tapping useful resources.
- d) It helps in improving performance.

Q9. Naman and Vineet were childhood friends and both were working in 'sunshine crockery'. Naman was working as the chief executive officer while vineet was the production manager. They would generally discuss company related issues over lunch-time or while travelling together.

The co. had recently received an order for supply of 5,000 dinner sets from shaurya hotel. It was an unexpected order and would increase the revenue of the company. This order was communicated by Naman to Vineet over intercom. Vineet executed the order within given time period. For this he was appreciated by Naman.

The type of communication used by Naman to communicate the order to vineet was:

- a) Formal communication b) Informal communication
- c) Online communication d) Visual communication

Q10. Identify the external source of recruitment illustrated by the picture given below:

- a) Direct recruitment
- b) Casual callers
- c) Advertisement
- d) Labour contractors



Q11. Ashita works in a company where her basic task is to integrate diverse element and coordinate the activities of different departments according to the overall departments according to the overall objectives of the organisation. At which level of management is Ashita working?

- a) Top level management b) Middle Level Management
- c) Supervisory level management d) Both (B) and (C)

Q12. The element of delegation which relates to the obligation of a subordinate to properly perform the assigned duty is known as:

- a) Authority b) Responsibility c) Accountability d) Centralisation

Q13. Gitanjali Makan is a successful business leader. She believes that if jobs are made interesting by including greater variety of work content and providing a meaningful work experience, the jobs themselves become a source of motivation to individuals.

The non-financial incentive that has been discussed in the above case is:

- a) Employee Participation
- b) Job enrichment
- c) Career advancement opportunity
- d) Job security

Q14. Several Initiative have been undertaken by the government of India to encourage domestic manufacturing and export of defence equipments.

'Make In India' in defence, was one such scheme launched by the government of India to encourage companies across the world to manufacture defence products in India.

To which dimension of business environment does the above case relates to?

- a) Economic environment
- b) Legal environment
- c) Political environment
- d) Social environment

Q15. 'Agile Pvt. Ltd.' manufactures athletic footwear owing to its popularity among sports teams across the country, it recently decided to enter into manufacturing of sports clothing and accessories. The type of organizational structures which is suitable for the company is

- a) Functional structure
- b) Divisional structure
- c) Horizontal structure
- d) Informal structure

Q16. Management helps in providing good quality products and services, creating employment opportunities, adopting new technology for the greater good of the people and leads the path towards growth and development.

This highlight the following point of importance of management:

- a) Management helps in achieving group goals
- b) Management creates a dynamic organisation
- c) Management helps in the development of society
- d) Management helps in achieving personal objectives

Q17. Micromax was India's largest seller of mobile handsets. It launched low cost Chinese manufacturing with some smart packaging and featured like long-lasting batteries and dual-sim functioning to garner 20% market share in India's value-conscious mobile handset market. Identify the two types of plans being described in the above lines.

- a) Strategy and objective
- b) Rule and Programme
- c) Programme and objective
- d) Method and objective

Q18. Name the concept which explains the manner in which decision making responsibility are divided among hierarchical levels.

- a) Organisation structure
- b) Span of management
- c) Delegation
- d) Decentralisation

Q19. Which of the following headings does not highlight the importance of 'controlling' function of management?

- a) Ensuring order and discipline
- b) Initialising action by people in the organisation
- c) Making efficient use of resources
- d) Improving employees motivation

Q20. At support.com, there is no reward or appreciation for a good suggestion. Thus, the subordinates are not willing to offer any useful suggestions to their superiors. Identify the type of barrier to communication that has been created in the firm due to this

- a) Semantic barrier
- b) Personal barrier
- c) Organizational barrier
- d) Psychological barrier

Q21. Sangita is working as a physics teacher in a reputed school in Jaipur. She is very happy to see that the school magazine edition of the current year contains a special mention about the efforts she had made to make her team of students win an international level model making competition.

In the context of the above case

- a) Identify and explain the element of one of the functions of management being discussed above.
- b) Identify the type of incentive and its category mentioned above.

Q22. A renowned car company named 'BB motors' was known for producing high performance cars. They were committed to ensure that its employees had the skills and knowledge to build these innovative high performance cars. To achieve this, they implemented a unique approach for training. The

company transformed a section of its factory into what they called the 'Learning floor'. Actual work environment was created by allotting a specialized space. The space was equipped with a range of car components, tools and sophisticated car equipment identical to those used on the factory floor, where the company's employees would undergo their training.

Identify and explain the method of training used by 'BB motors' to ensure that its employees has the skills and knowledge to build innovative high-performance cars.

- Q23. Tinku is eight year old boy. As his mother's birthday was drawing closer, he wanted to buy a gift for her from his pocket money. So he decided to empty out his piggy bank. He calculated his total savings as Rs. 2500. When he shared his plan with his father he agreed to take him to a nearby mall to buy a gift. Tinku selected a beautiful handbag for his mother worth rs.2500 at a store. When Tinku handed over the money from his piggy bank to the shopkeeper, he refused to accept a five hundred rupees note saying it is no longer a valid currency. Tinku was very surprised then his father explained him that what the shopkeeper was saying is true as that particular type of five hundred rupees note have been discontinued by the government.

In context of the above case:

- Identify the concept being discussed in the above paragraph because of which a currency note become invalid.
- State any two features of the concept as identified in part (a) of the question.

- Q24. Explain any three points of importance of controlling function of management.

- Q25. 'Inaya Ltd.' is a multinational company focusing on artificial intelligence, online advertising and search engine technology. The company is generating good profits and takes care of the well-being of its staff.

The company offers benefits like car allowance, medical aid and allowance for children's education to all employees above the manager's level. It regularly contributes towards the employees' provident fund and pays gratuity on retirement to its employees. Under a special incentive scheme, the employees are offered shares of 'Inaya Ltd.' at a set price which is lower than the market price. Each year, the company keeps aside funds to pay one percent of base salary as bonus to its employees. No wonder 90% of the employees would recommend working at 'Inaya Ltd.' to a friend.

Explain four incentives being provided by 'Inaya Ltd.' to motivate their employees for better performance.

- Q26. Which function of management helps in obtaining right people and putting them on the right place/jobs? Explain any three points of importance of this function?

- Q27. 'Megha Ltd.' holds an Annual management Programme every year in the month of March in which the top managerial Personnel formulates plans for the next year by analyzing and predicting the future to meet future events effectively. As they are responsible for providing directions to the organisation, facts are thoroughly checked using scientific calculations. Detailed plans are prepared after discussion with professional experts. Preliminary Investigations are also undertaken to find out the viability of the plan. Middle level managers are neither allowed to deviate from the plans nor are they permitted to act on their own. The top management ensures that the expenses incurred in formulating the plans. Justify the benefits derived from them.

State any two limitations and any two features of planning discussed above.

- Q28. State any four characteristics of management?

- Q29. Production manager of 'Aggarwal Ltd.' took special care of the interest and ability of his subordinates while distributing work among them. He was of the firm opinion that a worker should be given one work again and again so that he may become expert in it. One day he took round of his department and noticed that the workers were not doing their job quickly. On enquiry, he learnt that the workers worked non-stop and that was the main cause of their slow speed. He immediately issued an order that during their working hours, the workers will have an interval to take rest.

- In the above paragraph, a principle and a technique of management have been discussed. Identify the same.
- Also state the meaning of concepts identified in (a).

Q30. Sanvi is successful manager at unique enterprise. She has a team of twenty people working under her. She encourages them to set their own objectives and take decisions. She respects their opinions and support them, so that they can perform their duties and accomplish organizational objectives. To manage and exercise effective control. She uses forces within the group. As an intelligent manager at times she also makes use of positive aspects of informal communication. This way she is able to unify diverse interests and ensures that targets are met.

- a) There are many theories and styles of influencing people's behavior. Identify the style used by Sanvi which is based. On the use of authority and explain it.
- b) Name and explain other leadership style except the one which is discussed above.

Q31. Nalini has an online flower and gifts retail business. She has eight outlets in four cities of India. From November to February, during the wedding season, the demand shoots up. She coordinates the efforts of her staff in a conscious and deliberate manner and plans for the wedding season demand in the month of June itself. She ensures that there is adequate workforce and continuously monitors whether work is proceeding according to plans. She also briefs the marketing department in time to prepare their promotional and advertising campaigns. Thus, her coordination with all departments of the organization begins at the planning stage and continues till controlling. This acts as a binding force between the departments and ensures that all actions are aimed at achieving organizational goals. As a result, Nalini is able to give a common focus to group efforts to ensure that the business is performing as planned, year after year. Quoting lines from above identify and explain features of important concept of management highlighted in the above case.

Q32. Due to spread of COVID-19 pandemic, employees of almost all the companies were working online from their homes. In 2022, when most of the companies called them back to their office and started working offline. 'Tata software Ltd.' still asked their employees to work from home because of this employees of 'Tata surface Ltd.' were feeling bored, hence for recreation they formed a cricket-club. They started meeting every Saturday and Sunday on a ground near their office building.

- a) Identify and state the type of organisation formed by the employees of 'Tata surface Ltd.'
- b) Also, state any two advantages and two limitations of the type of organisation identified in (a) above.

Q33. Explain the following principles of scientific management.

- a) Harmony, not discord
- b) Cooperation, not individualism
- c) Development of each and every person to his or her greatest efficiency and prosperity.

Q34. Saurabh Jain set up a telecom business in Nasik named as 'ketone' with an ambitious target of reaching out to 90% of the Indian population within one year. He chose this business on the belief that the demand for data services will increase 4 times within the next 2-3 years. To fulfill such an ambitious target, he had to either acquire an existing telecom business or collaborate or go independent aggressively in the light of tough competition.

He assessed the proposals of different companies vis-s-vis earnings per share, tax liabilities, dividends paid etc. and their future projections knowing fully well that the projections may change of the country economic policies get modified.

By quoting lines from above paragraph, identify and explain steps of one of the functions of management.