

BUDHA DAL PUBLIC SCHOOL PATIALA

First Term Examination (9 September 2024)

Class XII (Commerce)

Subject - Business Studies (Set-B)

Time: 3hrs

M.M.80

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. 'Lack of confidence of superior in his subordinates' is one of the barriers of communication. Identify the communication barrier:

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

Q2. The selection tests which are used to measure individual's potential for learning new skills are called:

- a) Aptitude tests b) Personality tests c) Intelligence tests d) Interest tests

Q3. Sunita opened her travel agency named 'Sunita Travels' in July, 2023. She created separate departments for reservation, Hotel booking, online queries and payment handling. Which organisation structure is used by Sunita?

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

Q4. Sushant was an able Project Manager at 'Kerio Ltd'. Sushant's Head, Naveen handed over a new project to Sushant. Sushant already had enough work in hand. So, Sushant decided the work assigned to him, among three of his subordinate. He himself kept that part of the work which he himself could perform effectively and got his subordinates to help him with what remained. The project got completed well in time because of this.

The concept of Management used by Sushant to complete the project was :

- a) Delegation b) Decentralization c) Accountability d) Authority

Q5. Running a Political organization and an economic organization both require effective management. Which management trait is reflected in the given statement?

- a) Management is Goal oriented b) Management is Multi dimensional
c) Management is all pervasive d) Management is a group activity

Q6. Several initiative have been undertaken 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 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

Q7. Micromax was India's largest seller of Mobile handsets. It leveraged low - cost Chinese manufacturing ecosystem with some smart packaging and features like long-lasting batteries and dual-sim functionally to garner 20% market share in India's value - conscious mobile hand set market. Identify the two types of plan being described in the above lines.

- a) Strategy and objective b) Rules and programme
c) Programme and objectives d) Methods and objectives

Q8. Heena sweets is a renowned name for quality sweets since 1935. Harsh the owner of Hina sweets was worried as the sales had declined during the last three months. When he enquired from the sales manager, the sales manager reported that there were some complaints about quality of sweets. Therefore Harsh ordered for sample checking of sweets.

Identify the step taken by Harsh that is related to one of the functions of management.

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- a) Setting performance standards b) Measurement of Actual performance
- c) Analysing deviations d) Taking corrective actions

Q9. 'RP Infotech Ltd' decided to approach 'Patel Engineering College' to recruit qualified personnel for various technical jobs in a newly opened branch Surat.

- a) Direct Recruitment b) Placement Agencies and Management consultants
- c) Campus Recruitment d) Recommendation of Employees

Q10. The Management of Bharat Udyog Pvt. Ltd. and labour union have entered into an agreement whereby workers have agreed to put in extra hours without any additional payment to revive the company out of loss. In return the management has promised to increase wages of the workers when this mission is accomplished.

Identify the Principle of Management highlighted in this case.

- a) Discipline b) Remuneration of employees c) Scalar chain d) Authority and Responsibility

Q11. Statement I : Management is Multi-Dimensional.

Statement II : The activities involved in Managing an enterprise are common to all organization whether economic, social or political.

Choose the correct option from the options given below:

- a) Statement I is true and II is false
- b) Statement II is true and I is false
- c) Both statements are false
- d) Both statements are true

Q12. The step in process of 'Planning' which is concerned with putting the plan into action i.e. doing what is required is called?

- a) Implementing the plan b) Follow up action c) Developing premises d) Selecting an alternative

Q13. Project 'Nani Kali' run by Shivam and Sohan Ltd. was started in 1998 and is one of the largest programme that enables underprivileged girls to complete 10 years of schooling. The project has impacted the lives of over 5 lakh girls from low income group families across the country.

The objective achieved by Shivam and Sohan by doing so is;

- a) Organizational objective b) Social objective c) Personal objective d) Both (a) and (c)

Q14. _____ means doing the task correctly and with minimum cost.

- a) Efficiency b) Effectiveness c) Management d) Coordination

Q15. Raunaq while studying at the university felt that there should be a good job point in the university campus to provide food to students round the clock. After passing out of college he set up 'Hunger Point' a food point with a varied menu ranging from Burgers, Pizza, street food and much more, in the university campus. For this he obtained necessary permissions from the university administration. Since he was the first one to recognize the need for a food point for all the students in an environment where students study day and night, it soon became a popular eating point within six months 'Hunger Point' started earning good profits.

Identify the point of importance of Business environment discussed in the above case:

- a) It enables the firm to identify opportunities and get the first mover advantage.
- b) It helps the firm to identify threats and early warning signals.
- c) It helps in assisting in planning and policy formulation.
- d) It helps in Improving Performance.

Q16. Taylor called for complete mental revolution on the part of both management and workers. It meant that Management and workers should transform their thinking management should share the gains of the company, if any with the workers. At the same time, workers should work hard and be willing to embrace change for the good of the company The Principle of Management highlighted above is

- a) Science not rule of thumb
- b) Co-operation not individualism
- c) Harmony not discord
- d) Development of each and every workers to his or her greatest efficiency and prosperity

Q17. 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.

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).

Q18. 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

Q19. 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

Q20. The objective of _____ is to create a pool of prospective candidates from which the best candidate can be selected.

- a) selection b) placement c) training d) recruitment

Q21. Differentiate between formal and informal organization on any three bases

Q22. Rohan 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. Rohan selected a beautiful handbag for his mother worth rs.2500 at a store. When Rohan 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. Rohan 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:

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

Q23. A renowned car company named 'SS 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 'S' motors to ensure that its employees has the skills and knowledge to build innovative high-performance cars.

- Q24. Sanyika 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:

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

- Q25. Salma is successful manager at online 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 interest and ensures that targets are met.

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

- Q26. Production manager of 'Apparval 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).

- Q27. State any four characteristics of management?

- Q28. 'Datta 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.

- Q29. Describe briefly Maslow need hierarchy theory of motivation.

- Q30. State any four points that highlight the importance of management.

- Q31. Explain the following characteristics of principles of management.

- Universal applicability
- Flexible
- Cause and effect relationship

- Q32. Preetika 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, Preetika 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.

Q33. 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.

Q34. Narain 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-à-vis earnings per share, tax liabilities, dividends paid etc. and their future projections knowing fully well that the projections may change if the country economic policies get modified.

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