



Date: 03/10/24
GRADE: XII B

TERM 1 EXAMINATION (2024-25)
BUSINESS STUDIES
MARKING SCHEME

Max marks: 70
Time: 3hrs

- This question paper contains 34 questions.
- Marks are indicated against each question.
- Answers should be brief and to the point.
- Answers to the questions carrying 3 marks may be from 50 to 75 words.
- Answers to the questions carrying 4 marks may be about 150 words.
- Answers to the questions carrying 6 marks may be about 200 words.

Q.NO.	QUESTIONS	MARKS
1	(a)	
2	(d)	
3	(d)	
4	(d)	
5	(d)	
6	(d)	
7	(d)	
8	(c)	
9	(a)	
10	(a)	
11	(b)	

12	(d)	
13	(d)	
14	(b)	
15	(c)	
16	(c)	
17	(c)	
18	(d)	
19	(b)	
20	(a)	
21	<p>The statement highlights that having physical attractiveness, competence: Emotional Intelligence (EI) Strategic Thinking Integrity and Authenticity:</p>	
22(A)	ACCOUNTABILITY	RESPONSIBILITY
22(B)	The duty to ensure a task is completed	The obligation to complete a task
	Assigned to just one person	Can be shared among a team
	Results-focused	Task-focused
	Cannot be delegated	Can be delegated
	OR	
	Vestibule training	
23(A)	<p>a) Job security b) Autonomy. Autonomy refers to giving employees the freedom to make decisions, take ownership of their work, and have control over their tasks and projects.</p>	
23(B)	OR	
	a) Participative leadership	

	b) Improved Employee Engagement and Motivation Better Decision-Making	
24	Staffing Employees are the most important resource for an organization. No organization can achieve success unless it does not have the competent workforce. But only the workforce is not enough. The success of an organization also depends upon the right person on the right job. Every position in an organization demands a specialized skill and if this skill is not accompanied by the employee who has been working on that position it will hurt it. Therefore it is said that 'No organization can be successful unless it fills and keeps the various positions filled with the right kind of people for the right job. Read more on Sarthaks.com - https://www.sarthaks.com/3422052/organization-successful-unless-fills-various-positions-filled-people-right-elucidate	
25(A)	Direct Recruitment involves directly approaching potential candidates, often through: - Advertising (job portals, social media, print media) - Employee referrals - Campus recruitment Casual Callers refer to unsolicited applicants who: - Walk-in applicants - Respond to "Help Wanted" signs - Submit resumes without a specific job opening - Contact the company through phone or email OR	
25(B)	i) Legal Environment The legal environment refers to the laws, regulations, and judicial decisions that impact business operations. ii) Economic Environment The economic environment encompasses factors that affect the overall economic system and business activity.	
26	1. Sender · 2. Message · 3. Encoding · 4. Media · 5. Decoding · 6. Receiver · 7. Feedback · 8. Noise	
27	i) Esteem Needs ii) Employee Recognition programmes: Recognition means acknowledgment with a show of appreciation. When such appreciation is given to the work performed by employees, they feel motivated to perform/work at a higher level. Employee Participation: It means involving employees in decision making of the issues related to them. In many companies, these	

	programmes are in practice in the form of joint management committees, work committees, canteen committees etc.	
28(A)	Plans are prepared for the future and are based on forecasts about future conditions. Therefore, planning involves looking ahead and is called a forward-looking function. On the contrary, controlling is like a postmortem of past activities to find out deviations from the standards. In that sense, controlling is a backward looking function. However, planning is guided by past experiences and the corrective action initiated by the control function aims to improve future performance. Thus, planning and controlling are both backward-looking as well as a forward-looking function.	
28(B)	OR	
	<ol style="list-style-type: none"> 2. Analyze internal and external environment 3. Identify alternatives 4. Evaluate and select best alternative 5. Implement plan 	
29	<p>Planning</p> <p>Features of Planning:</p> <ol style="list-style-type: none"> 1. Goal Setting 2. Objective-Oriented 3. Forecasting 4. Analysis and Evaluation 5. Decision-Making 6. Future-Oriented 	
30	<ol style="list-style-type: none"> i) Formal Communication ii) language barriers, psychological barriers, emotional barriers 	4
31(A)	<p>A</p> <p>Method study involves analyzing and optimizing the procedures and techniques used to perform tasks.</p> <p>Functional Foremanship involves dividing supervisory responsibilities among multiple foremen, each specializing in a specific aspect of work.</p> <p>Standardization: establishing standardized tools, materials, and methods</p> <p>B</p>	6

Diff between time & motion study

TIME STUDY

- Notes the time involved in carrying out each element of operation.
- Aims at fixing the standard time for carrying out a job.
- Is not suitable for workers where quality is prime consideration.

MOTION STUDY

- Study of motions on an operation
- To reduce wastage of time
- Suitable for all types of jobs.

31(B)

OR

A

Unity of Direction: It implies that there should be one head and one plan for a group of activities having the same objective. All the related activities should be put under one group, and they should be in the control of one manager.

Initiative: Fayol suggested that employees at all levels should take initiatives or actions without any force or foundations. They should be encouraged to develop and carry out plans for improvements. Initiative means taking the first step with self-motivation.

A scalar chain refers to a clear chain of communication between employees and their superiors. Employees should know where they stand in the hierarchy of the organization and who to go to in a chain of command

B

Fayol VS. Taylor - A Comparison

Henri Fayol	F. W. Taylor
1) Father of General Management	1) Father of Scientific Management
2) Focuses on top level management	2) Focuses on shop floor level of a factory
3) Unity of command - A worker received orders from one superior only	3) Functional foremanship- A worker received orders from eight specialists.
4) Applicable universally	4) Applicable to specialised situations
5) Formulated principles from personal experience	5) Formulated principles from Observations and Experimentation
6) It focuses on improving overall administration	6) It focuses on increasing productivity

32(A)

Benefits of specialization
 Clarity in working relationship
 Optimum utilization of resources
 Adaptation to change
 Effective administration
 Expansion and growth

6

OR

33(B)

The quote emphasizes the exponential benefits of decentralization, where authority is multiplied by many, leading to greater organizational effectiveness.
 The quote highlights the difference between delegation and decentralization:
 Delegation:
 - Assigning specific tasks or responsibilities to subordinates
 - Authority is transferred, but still controlled by the delegator
 - Decision-making remains centralized
 - Multiplication factor: 2 (delegator + delegatee)
 Decentralization:
 - Distributing decision-making authority across multiple levels or units
 - Authority is dispersed, with more autonomy for subunits or teams
 - Decision-making becomes decentralized

	- Multiplication factor: many (multiple teams or units)	
33(A)	<p>(I) Formation</p> <ul style="list-style-type: none"> - Functional Structure: Organized around specific business functions (e.g., marketing, finance, HR). - Divisional Structure: Organized around specific products, services, geographic regions, or customer groups. <p>(II) Specialization</p> <ul style="list-style-type: none"> - Functional Structure: Employees specialize in specific functions (e.g., marketing specialists). - Divisional Structure: Employees work in self-contained divisions, handling multiple functions (e.g., marketing, sales, and production for a specific product). <p>(III) Responsibility</p> <ul style="list-style-type: none"> - Functional Structure: Department heads responsible for functional areas. - Divisional Structure: Division managers responsible for overall performance of their division. <p>(IV) Managerial Development</p> <ul style="list-style-type: none"> - Functional Structure: Develops functional expertise, but may limit broad management experience. - Divisional Structure: Develops general management skills, as division managers oversee multiple functions. <p>(V) Cost</p> <ul style="list-style-type: none"> - Functional Structure: Typically less expensive, as resources are shared across functions. - Divisional Structure: May be more expensive, as each division duplicates certain functions. <p>(VI) Coordination</p> <ul style="list-style-type: none"> - Functional Structure: Requires strong central coordination to integrate functions. - Divisional Structure: Encourages autonomy, but may require additional mechanisms for inter-divisional coordination. <p style="text-align: center;">OR</p>	6
33(B)	<ol style="list-style-type: none"> 1. Strategy 2. Objective 	

	<ul style="list-style-type: none"> 3. Policy 4. Method 5. Procedure 6. Budget 	
34	<p>(a) The concept being discussed is Planning. Planning is the process of setting objectives, identifying actions to achieve them, and allocating resources to ensure effective accomplishment. It involves analyzing the future, predicting potential events, and developing strategies to address them.</p> <p>(b) limitations Inflexibility, high cost Features Scientific approach, top-down approach</p>	6