



Date: 3/10/24
GRADE: XII B

TERM 1 EXAMINATION (2024-25)
BUSINESS STUDIES (054)

Max marks: 80
Time: 3 Hours

- 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.	Name the term used to indicate the difference between standard performance and actual performance. a)Gap b)Quality assurance c) deviation d)relative	1
2.	Goodwill Enterprises is a large-scale automobile manufacturer, who fulfills the needs of both industrial users and consumers. The company is providing easy finance facilities at a low rate of interest, which has considerably increased the demand for the product. The company has installed a new branch management software to efficiently manage and coordinate activities across their multiple branches and locations. Identify the components of the business environment from the above case study. a)Political and economic environment b)Economic and social environment c)Technological and legal environment d)Economic and technological environment	1
3.	Abhinav is an entrepreneur, he went London on a family vacation where she noticed that its market, taste, trends and everything is different from India. Which feature related to business environment is mentioned here? a)Uncertainty b)Dynamic c)Universal d)Relative	1

4.	<p>'Joining a job marks the beginning of socialisation of employees at the workplace. The employee should be given a post for which he has been selected.'</p> <p>Place the subsequent steps of staffing in a small organisation in the correct order:</p> <p>a) Training and development, promotion and career planning, performance appraisal, compensation</p> <p>b) Performance appraisal, training and development, promotion and career planning, compensation</p> <p>c) Training and development, performance appraisal, promotion and career planning, compensation</p> <p>d) Training and development, performance appraisal, compensation, promotion and career planning</p>	1
5.	<p>The newly appointed Production Manager of Saheb Ltd., a firm manufacturing toys, Mr. Ahrawat noticed that the workers in the factory were not giving their best as the physical conditions in the factory were not good. He conducted an experiment to see the effect of improvement in the physical conditions in the factory on the performance of the workers, by providing adequate ventilation and water facilities. He observed that the fatigue level of the workers reduced. The nature of management being highlighted in the above case is:</p> <p>a) Management as science</p> <p>b) Management as profession</p> <p>c) Management as art</p> <p>d) Both A. and C.</p>	1
6.	<p>Jasmine Ahluwalia is the manager of an artefacts museum's marketing team, responsible for promoting exhibitions and events. In the previous season, she defined the total work of managing the events into graphic designing, registration inquiries, bill payments, etc, in order to facilitate specialisation. However, instead of allocating work, she had assigned each team member the full responsibility of managing the promotion of an entire event. In spite of holding regular team meetings to take feedback, Jasmine found problems throughout the events season in the quality of graphic design, registration inquiry, bill payments, etc,. For the upcoming events season, Jasmine has decided to divide these responsibilities on the basis of her observation of the areas in which the individual team members have excelled in the previous season and allocate the roles based on their skills and competencies.</p>	1

	<p>Identify the step in the organising process which was not properly performed in the previous season but has been duly performed for the upcoming season.</p> <p>a) Identification and division of work b) Establishing reporting relationships c) Departmentalisation d) Assignment of duties</p>	
7.	<p>Mr Latif left the school after passing his Matriculation Examination and started getting training under his uncle Mr Farman. His uncle, a well known plumber, had worked for many big offices. He started accompanying his uncle everyday on work and watched him carefully while working. Latif was an intelligent boy and learnt each and every thing of work very quickly. Now his uncle started giving him training to deal with customers. Within no time Latif acquired a high level skill and become a good plumber. Many big offices started calling him for water pipe fitting, etc.</p> <p>Identify the method of training discussed above:</p> <p>a) Induction Training b) Internship Training c) Vestibule Training d) Apprenticeship Training</p>	1
8.	<p>It is the custom of a company to avoid to say 'No' to any person who approaches it for a job. Rather it gets his application and tells him that as and when company required his services, he will be called. In this way, company acquires a database. Its advantage is that at the time of need a suitable applicant out of the database can be called for interview. Thus the company is saved from expenses on advertisement.</p> <p>Identify the source of recruitment referred to in the above paragraph</p> <p>a) Direct Recruitment b) Campus Recruitment c) Casual Callers d) Web Publishing</p>	1

9.	<p>Assertion (A): the importance of employee training have increased Reason (R): Now-a-days jobs have become more complex</p> <p>a) Both Assertion and Reason are true, Reason is the correct explanation of Assertion. b) Both Assertion and Reason are true, but Reason is not the correct explanation of Assertion. c) Assertion is correct, but Reason is incorrect. d) Assertion is incorrect, but Reason is correct.</p>	1
10.	<p>Assertion (A): in a divisional structure coordination is easy Reason (R): in a divisional structure all functions related to a particular product are integrated in one department</p> <p>a) Both Assertion and Reason are true, Reason is the correct explanation of Assertion. b) Both Assertion and Reason are true, but Reason is not the correct explanation of Assertion. c) Assertion is correct, but Reason is incorrect. d) Assertion is incorrect, but Reason is correct.</p>	1
11.	<p>Assertion (A): training is a job oriented process Reason (R): training enables the overall growth of the employee</p> <p>a) Both Assertion and Reason are true, Reason is the correct explanation of Assertion. b) Both Assertion and Reason are true, but Reason is not the correct explanation of Assertion. c) Assertion is correct, but Reason is incorrect. d) Assertion is incorrect, but Reason is correct.</p>	
12.	<p>The manager Mr Ramnik Ojha of Abott Traders Ltd. plans to introduce an updated system of accounting. Out of 120, only 20 employees are comfortable in operating the new system, therefore, the others resisted to change. Mr Ojha decided to explain the benefits, provides training and motivates the accounting staff with additional rewards. After this, most employees were satisfied and accept the updated accounting system happily.</p> <p>Identify the point of 'Importance of Directing' to which the above paragraph is related:</p> <p>(a) Directing initiates action. (b) Directing integrates employees' efforts. (c) Directing attempts to get maximum out of employees. (d) Directing facilitates implementing changes</p>	1

13.	<p>It is the highest level of need in the Maslow's need hierarchy. It refers to the drive to become what one is capable of becoming. These needs include growth, self-fulfillment and achievement of goals.</p> <p>Which type of need of Maslow's Need Hierarchy is explained here?</p> <p>(a) Safety needs (c) Esteem needs (b) Affiliation needs (d) Self-actualisation needs</p>	1
14.	<p>Spiceworks, a company providing financial services to its clients is keeping a close check on the employee's activities by using biometric and retina scanning as modes of accessing the office premises, in order to ensure greater security of information in the organisation.</p> <p>Choose the correct point of significance of controlling highlighted above:</p> <p>a)controlling helps in achievement of organisational goals b)controlling helps in ensuring order and discipline c)controlling helps in improving employee's motivation d)controlling enables optimum utilisation of resources</p>	1
15.	<p>Shiwakumar runs a legal consultancy firm in Chhattisgarh. Whenever the firm hires new employees, on the first day of joining, they are welcomed to the organisation and are given details about the dress code, lunch timings, introduction to daily operations and fellow colleagues. They are also familiarised with the organisational policies and procedures, emergency exits, evacuation procedure, etc.</p> <p>Name the type of training which is provided by Shiwakumar in his firm.</p> <p>a)Apprenticeship training b) Vestibule training c) Induction training d) Internship training</p>	1
16.	<p>Assertion (A): management has features of both art and science. Reason (R): management is a group activity</p> <p>a) Both Assertion and Reason are true, Reason is the correct explanation of Assertion. b) Both Assertion and Reason are true, but Reason is not the correct explanation of Assertion. c) Assertion is correct, but Reason is incorrect. d) Assertion is incorrect, but Reason is correct.</p>	1

17.	_____ is helpful in finding out a competent employee a)planning b)organizing c)staffing d)both b and c	1
18.	Which of the following statements is not true for merits of 'internal sources of recruitment' a)increase in motivation b)easy selection c)easy induction and training d)wider choice	1
19.	Name the concept which explains the manner in which decision making responsibilities are divided among hierarchical order. a)Organizational structure b)Decentralization c)Divisional structure d)Delegation	1
20.	Departments are established on the basis of _____ in functional organization a)activities b)products c)demand d)market	1
21.	"A leader who has only good physical feature and competence and required knowledge cannot inspire others." Identify and state 3 qualities of a good leader	3
22.(A)	Differentiate between accountability and responsibility	3
22.(B)	OR Manu, a Chief Manager in a company using highly sophisticated machines and equipment wants that every employee should be fully trained before using the machines and equipments. Suggest and describe the best method of training that Manu can use for training of the employees.	

23.(A)	<p>One of the Newspapers had an article printed under the title: "Business Success Mantra: Motivation". Some portions of the article are as under: "If an employee has a sense of fear or insecurity in his mind, that he can be removed from his job any time, he will never work wholeheartedly and this worry continues troubling him. On the other hand, if he has a feeling that his job is secure and permanent and he cannot be removed from his job easily, he will work without any worry and with an easy mind. Consequently, his efficiency increases. This is the reason why people prefer a permanent job with less salary to a temporary job with more salary." (a) Which incentive of motivation has been described in the above portion of the article? Identify. (b) Explain one more incentive of the same category.</p> <p style="text-align: center;">OR</p>	3
23.(B)	<p>Kritika is posted at Lower Level Management at 'Libra Cosmetics Pvt. Ltd. The daily sale of the company is about 50 lakhs only. The company has given her the responsibility that the production work of the company should continue uninterrupted. The Managing Director has asked her to focus her attention especially on the speed and quality of production. She is doing her job efficiently. Her reputation is that of a successful leader. She takes every decision after discussing it with all the concerned persons. Her subordinates are very happy with her. (a) Identify the Leadership Style adopted by Kritika. (b) Explain any two advantages of the leadership style identified in (a).</p>	
24.	<p>"No organization can be successful unless it fills and keeps the various positions filled with the right kind of people for the right job." Elucidate.</p>	3
25.(A)	<p>Explain the following external sources of recruitment i) direct recruitment ii) casual callers</p> <p style="text-align: center;">OR</p>	4
25.(B)	<p>Explain the following business environment types i) legal environment ii) economic environment</p>	
26.	<p>Explain the elements of communication with an example</p>	4

27.	<p>When Bhaanupriya joined as technical head of Logic Lotus Innovators, she was keen on increasing the productivity and profitability of the company. However, she observed that the employees were demotivated as no attention was given to their work. Also, the workers were given little freedom to make decisions.</p> <p>Bhaanupriya decided to stimulate the employees by giving each worker T- shirts with their name on it. She also decided to include workers in work committees. This helped in improving the performance of the workers.</p> <p>i) On the basis of the understanding of Maslow’s Need Hierarchy Theory of motivation, identify the human need that Bhaanupriya has recognised in order to make the subordinates act towards achievement of organisational goals.</p> <p>ii) Identify and explain two incentives that have been provided by Bhanupriya to improve the performance of the employees.</p>	4
28.(A)	<p>Explain how Planning and controlling are both backward looking, as well as forward looking functions.</p> <p style="text-align: center;">OR</p>	4
28.(B)	<p>The first step in the planning process is setting objectives. Explain the subsequent four steps in the process of planning.</p>	
29.	<p>When Chandrashekhar Shukla returned to India after completing a Certificate course in Food Quality Assurance and Quality Control from the Netherlands, he was convinced that he would fulfil his grandfather's dream of converting their 58 acre land into a fertile farm. He started by setting out specific goals and laid down related activities to be performed to achieve the goals. Soon he launched his own company ‘Food and Agribusiness Solutions Private Limited’.</p> <p>He sought to ensure that the future events effectively meet the best interest of the company. He prepared an annual statement for production and sales, based on sales forecasting. He noticed that the farmers grew only paddy due to which land remained idle for the subsequent 8 to 9 months of the year. He identified and assessed various alternatives through which farms could be utilised for the remaining months of the year.</p> <p>Through his accurate vision, judgement and systematic thinking based on analysis of the facts, he presented a scheme to the farmers where both paddy and vegetables could be grown.</p> <p>Identify and explain the features of one of the functions of Management highlighted above.</p>	4
30.	<p>Mohan and Surya are friends working in Surya Ltd. As Production</p>	4

	<p>Manager and Sales Manager respectively. In an internal department meeting, Sohan informed Mohan about a change in the marketing policy of the company.</p> <p>i) Identify the type of communication used here.</p> <p>ii) explain any 3 types of barriers to communication</p>	
31.(A)	<p>A. Explain any two techniques of scientific management as given by F.W.Taylor from the following:</p> <p>i) Method study</p> <p>ii) Functional foremanship</p> <p>iii) Standardisation</p> <p>B. Differentiate between the time study and motion study as a technique of scientific management on any 3 basis.</p> <p style="text-align: center;">OR</p>	6
31.(B)	<p>A. Explain any two principles of management as given by Henry Fayol from the following:</p> <p>i) unity of direction</p> <p>ii) initiative</p> <p>iii) scalar chain</p> <p>B. Differentiate between Fayol and Taylor theories of management on any 3 basis.</p>	
32.(A)	<p>Explain the importance of organizing</p> <p style="text-align: center;">OR</p>	6
32.(B)	<p>"If we delegate the authority, we multiply it by two; if we decentralize it, we multiply it by many." How</p>	
33.(A)	<p>Differentiate between functional structure and divisional structure on the basis of:</p> <p>(I) Formation</p> <p>(II) Specialisation</p> <p>(III) Responsibility</p> <p>(IV) Managerial development</p> <p>(V) Cost</p> <p>(VI) Coordination</p> <p style="text-align: center;">OR</p>	6
33.(B)	<p>Identify the types of plans:</p> <p>1. Ramesh is a senior middle level manager. He is busy in allocating resources to his staff, he has also finalised the objectives and decided the course of action to be followed. He is expecting energy in his staff for the whole season but he will have to be cautious.</p> <p>2. Suresh is giving a speech to the workers of his factory. He is the</p>	

	<p>owner of a toy manufacturing factory and has 123 workers. He tells them that this year's target of production is 7.5 lakh toys.</p> <p>3. On the wall of 'Health is Wealth' hospital a board is hanging. On this board. It is written 'We care for the health of senior citizens as our topmost priority'. This hospital is known for treating people aged more than 60 years.</p> <p>4. Rakesh calls his new subordinates for a meeting. He is a top level manager. He arranges for a power point presentation to train his subordinates who are all middle level managers. He tells them the way of doing task of treating suppliers through a new software system to be installed within next 30 days.</p> <p>5. Dinesh takes a meeting and guides his employees in a type of plan which is chronological in nature and is situation specific. It is a collection of various methods in a step wise sequence.</p> <p>6. Amit has given a detailed statement of expected results in numerical terms. This plan is conveyed to the subordinates by him in a special meeting</p>	
34.	<p>Megha Ltd. holds an annual management program every year in the month of march in which the top managerial personnel formulates plans for the next year by analysing and predicting the future to meet future events effectively.</p> <p>As they are responsible for providing direction to the organisation, facts are thoroughly checked using scientific calculation. Detailed plans are prepared after discussion with professional experts. Preliminary investigations are also undertaken to find out the viability of the plan since it is an intellectual activity requiring intelligent imagination and sound judgment so it is mainly done by the top management. Usually rest of the members just implement the plans. 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.</p> <p>(a) Identify and state the meaning of the concept being talked about. (b) State the two limitations and any two features of planning discussed in the given para</p>	6
	THE END	