



THE VILLAGE
INTERNATIONAL SCHOOL
"We Nurture Dreams"

SAMPLE QUESTION PAPER 2023-24

TERM 1

BUSINESS STUDIES (054)

CLASS XII Max Marks – 80

Time allowed: 3 Hours

	<p>General instructions:</p> <ol style="list-style-type: none">1. This question paper contains 34 questions.2. Marks are indicated against each question.3. Answers should be brief and to the point.4. Answers to the questions carrying 3 marks may be from 50 to 75 words.5. Answers to the questions carrying 4 marks may be about 150 words.6. Answers to the questions carrying 6 marks may be about 200 words.7. Attempt all parts of the questions together.	
1	<p>With the presence of women in the workforce, there has been a shift towards formal wear, increased demand of electronic gadgets and increase in demand of cosmetics. The related dimension of business environment referred in the above lines is:</p> <p>a) Technological environment b) Social environment c) Political environment d) Economic environment</p>	1
2	<p>Read the following statements: Assertion (A) and Reason(R). Choose the correct alternative from those given below:</p> <p>ASSERTION (A): Management is concerned with efficient use of resources. REASONING (R): For management both efficiency and effectiveness need to be balanced. Alternatives:</p> <p>a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A). b) Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A) c) Assertion (A) is true but Reason (R) is False d) Assertion (A) is False but Reason (R) is True</p>	1
3	<p>Concentration of decision-making functions at the apex of management hierarchy is called _____</p> <p>a) Decentralisation. b) Delegation c) Organisational structure. d) Centralisation</p>	1
4	<p>Mr. Vivek is working as the General Manager of Oshin Hotels Ltd. Mr. Vivek observed that Government was taking a special</p>	1

	<p>interest in the Tourism industry as this sector is an important source of foreign exchange and employment promotion. On the basis of this news, the company decided to set up hotels at several tourist places. Oshin Hotels Ltd. established 50 hotels before other companies considered this issue. Very soon, this brand Oshin Hotels Ltd. became well known in the market. Identify the importance of business environment described here.</p> <p>a) It enables the firm to identify opportunities and getting the first mover advantage. b) It helps the firm to identify threats and early warning signals. c) It helps in tapping useful resources. d) It helps in improving performance.</p>	
5	<p>STATEMENT I: Electronic holdings can be converted into physical certificates with the process of dematerialisation. STATEMENT II: There is no danger of theft, loss or forgery of share certificates in dematerialisation. Choose the correct option from the following:</p> <p>a) Statement I is true and II is false b) Statement II is true and I is false c) Both the statements are true d) Both the statements are false</p>	1
6	<p>'Pace.' is a reputed Chartered Accountant firm which renders services to big MNC's. The Chartered Accountants of the firm are required to travel to Delhi and NCR for which they use company's cars. The firm decided to convert its Petrol cars to Electric cars in order to improve the quality of life of people. Identify the dimensions of business environment.</p> <p>a) Political and Legal environment b) Legal and Social environment c) Technological and Political environment d) Social and Technological Environment</p>	1
7	<p>From the following which is not a relevant feature of management as science:</p> <p>a) Principles are based on the basis of experimentation b) Systematized body of knowledge c) Based on practice and creativity d) Universal Validity</p>	1
8	<p>The aim of demonetisation was not to _____</p> <p>a) Curb corruption b) Reduce the prices of real estate c) Withhold the accumulation of black money generated by undeclared income d) Counterfeit the use of high denomination notes for illegal activities</p>	1

9	<p>“People and materials must be in suitable places at appropriate time for maximum efficiency.”</p> <p>a. Order. b. Initiative. c. Discipline. d. Authority</p>	1
10	<p>Principles of management are NOT</p> <p>a) Applicable in large firms b) Formed by practice and experience of managers c) Flexible d) Contingent</p>	1
11	<p>..... is considered as a major element of the legal environment.</p> <p>a) Reservation for ST, SC and OBC in educational institution b) Restrictions on sale of arms, ammunitions, explosives etc. c) Défense and military policy d) Nature and extent of bureaucracy</p>	1
12	<p>“To see whether plans are being implemented and activities are being performed according to schedule” is a step of the planning process. Identify the step</p> <p>a) Implementation of plans b) Identifying alternative course of action c) Follow up action d) Developing premises</p>	1
13	<p>Under this method of recruitment, a notice is placed on the notice board of the organization containing the details of the job available</p> <p>a) Casual callers b) Labour contractors c) Direct recruitment d) Recommendations from employees</p>	1
14	<p>“Thinking before doing”, under which function of management is this performed? a) Staffing b) Organizing c) Planning d) Directing</p>	1
15	<p>In order to be successful, an organization must change its goals according to the needs of the environment. Which characteristic of management is highlighted here? a) Dynamic b) Universal c) Absolute d) Behavioural</p>	1
16	<p>Hina and Harish are typists in a company having the same educational qualification. Hina is getting ₹3000 per month and Harish ₹4000 per month as salary for the same work. Which principle of management is violated here? a) Equity b) Order c) Unity of direction d) Fair remuneration</p>	1
17	<p>Himalaya Ltd is engaged in manufacturing washing machines. The target of the organization is to manufacture 500 washing machines in a day. There is an occupational specialization in the organization which promotes efficiency of employees. There is no duplication of efforts in such a type of</p>	1

	<p>organization structure. Identify the type of organization structure described above</p> <p>a) Formal structure b) Divisional structure c) Informal structure d) Functional structure</p>	
18	<p>The process that initiates implementation of plans by clarifying jobs, working relationships and effectively deploying resources for attainment of desired results are called</p> <p>a) Delegation b) Organising c) Coordination d) Management</p>	1
19	<p>"Attitude of the elected government representatives towards business" is an example of</p> <p>a) Political environment b) Legal environment c) Social environment d) Economic environment</p>	1
20	<p>Identify the principle of management given by Fayol which states that the intent is to produce more and better work for the same effort</p> <p>a) Division of work b) Equity c) Unity of command d) Scalar chain</p>	1
21	<p>Captcha Ltd. is a construction company in which all the employees learn various ways of dealing with diverse situations from their seniors. Company provides financial as well as non-financial incentives. This helps the employees to grow and develop their abilities. The organisation behaves as a responsible constituent of society and always creates good quality products. It has a positive image in the market. The training modules are excellent and the employees always try to find unique ways of providing solutions in the context of rapidly changing business environment. This has helped the organisation to adjust smoothly.</p> <p>Identify and state three points of importance of management being highlighted here.</p>	3
22	<p>Resolutions Pvt. Ltd. is a publishing company. Its book on Business Studies for class XII is in great demand. As a result, the employees in the marketing department are always racing against time as they have to work overtime and on holidays as well to cater to the demand. The work stress has led to dissatisfaction among the employees of the marketing department.</p> <p>1. Name and explain the step of staffing process which has not been performed properly. 2. Also, explain the immediate next step in the process of staffing.</p>	3
23	<p>Srija runs an NGO under the name 'Sarthak' in Delhi. The organization is engaged in offering waste paper recycling services to all kinds of institutions in the Delhi NCR region. It</p>	3

	<p>also manufactures custom made paper stationery out of recycled paper on order for the interested institutions at a very competitive price. The website of 'Sarthak' provides a link to a Careers site where in the people desirous of joining the NGO can use simple Job Search to find the right opportunity for themselves. The NGO also keeps a database of unsolicited applicants in its office so that job seekers may be notified of future opportunities when they arise.</p> <p>In context of the above case:</p> <p>A. Identify the two sources of external recruitment being used by the NGO 'Sarthak' by quoting lines from the paragraph. B. List any two values that Srija wants to communicate to the Society.</p>	
24	<p>Sujata works as a designer in an export house. As per the terms of an order received by the export house, she has to get 100 units of denim jackets made in 15 days @ Rs. 2000 per jacket. She is able to complete her target production in 20 days because in order to complete the order in 15 days she would have made the workers work over time. As a result, the cost of production per jacket may have increased by Rs. 100.</p> <p>In the context of the above case: Is Sujata efficient in her work? Explain by giving a suitable reason in support of your answer</p>	3
25	<p>Neeraj is selected for the post of software developer in an IT Company. On the first day of his joining Mehul, his project manager tells Neeraj that during the course of his work he will come across many such opportunities which may tempt him to misuse his powers for individual or family's benefit at the cost of larger general interest of the company. In such situations, he should rather exhibit exemplary behaviour as it will raise his stature in the eyes of the company. Also, for interacting with anyone in the company on official matters, he should adopt the formal chain of authority and communication.</p> <p>In context of the above case:</p> <p>Identify and explain the various principles of management that Mehul is advising Neeraj to follow while doing his job. List any two values that Mehul wants to communicate to Neeraj.</p>	4
26	<p>State any four limitations of using internal sources of recruitment.</p> <p style="text-align: center;">OR</p>	4

	State any four commonly used sources of recruiting employees from outside the organisation.	
27	Mr. Ajay after completing MBA from USA comes to India to start a new business under the banner Ecom Creations Ltd. He launches a new product in a e-learning for senior Secondary School students in Commerce stream, which already has an established market in UK and USA but not in India. His business starts flourishing in India. Now more Indian companies entered into the market with other subjects also. Identify and quote the lines from above para which highlight the significance of understanding business environment	4
28	ABC Ltd. has a plan of increasing profits by 20%. It has devoted a lot of time and money to this plan. But the competition starts increasing, so it could not change its plan to beat its competitors because huge amount of money had already been devoted to the pre-decided plan. It caused losses to the company. Explain any two limitations of planning highlighted in the above case. Also, quote the lines from it.	4
29	Rajeev, the owner of Pathway constructions decided to start a campaign to create awareness among people for developing clean surroundings in their area. He formed a team of 10 members to list the different ways for cleaning the surroundings. One suggested to take the help of local residents, another suggested that they may involve school going children in their venture. One more suggestion was to take the help of unemployed youth. On evaluation of different ways, it was decided to take the help of local residents. To achieve the desired goal various activities were identified like Purchase of necessary items like dustbins, garbage bags, brooms, etc.; Collection of garbage; Disposal of garbage, etc. After identification of different activities, the work was allocated to different members. Identify the concepts of management involved in the situation and quote the lines which help in their identification. Also identify the values which the company wants to communicate to the society.	4
30	Name the methods of recruitment in the following cases:	4

	<p>1. A company gets applications on and off even without declaring any vacancy. However, as and when the vacancy arises, the company makes use of such applications.</p> <p>2. Casual vacancies of unskilled or semi-skilled jobs when there is a rush of order or when some permanent workers are absent.</p> <p>3. Recruitment by which most of the senior positions of the industry as well as commerce are filled.</p>	
31	<p>1) Explain any two techniques of Scientific Management from the following: a) Method study b) Motion study c) Time study</p> <p>2) Differentiate between Unity of Command and Unity of Direction on any three basis.</p> <p>OR</p> <p>1) Explain any two principles of Fayol from the following: a) Discipline b) Order c) Initiative</p> <p>2) Differentiate between contributions made by F.W.Taylor and Henry Fayol on any three basis</p>	6
32	<p>Explain the steps that are required to be performed by a manager before evaluating all possible courses of action in planning process.</p> <p>OR</p> <p>Explain how planning: a) Reduces overlapping and wasteful activities b) Establishes standards for controlling c) Facilitates decision making</p>	
33	<p>Ultra Paint Co. which is manufacturing paints has been enjoying a prominent market position as it manufactured best quality paints, made timely payment of taxes to government. It assembled various inputs like finance, machines, raw materials, etc. from its environment. But since last year it has been dumping its untreated poisonous waste on the river bank which has created many health problems for the people. As a result, the court passed an order to seal the manufacturing unit of the company.</p> <p>State the importance of business environment highlighted quoting the line from the above case. Identify any two dimensions of business environment mentioned in the above case by quoting lines from it.</p>	6

	State any two values which have been overlooked by the company?	
34	<p>Diligent developers, a website design company in Bangalore is a startup initiative of Mr. Maniraj which aims at achieving a profit margin of 10% in its first year. Mr. Maniraj appointed Mr. Advait as the Digital marketing Head, Mr. Kiyansh as the head of Backend department and Mr. Nirved headed the Graphics Designing Department. Since each head was specialised in specific skills, it resulted in increased efficiency and better coordination. However, problems arose when Mr. Advait started considering group objectives superior to organisational objectives and stopped exchanging information with Mr. Kiyansh and Mr. Nirved. The company had to bear the brunt of lack of coordination and was unable to achieve its objectives.</p> <p>a) Identify and state the organisational structure adopted by the company. b) State two benefits and two limitations of the identified structure highlighted in the above case.</p>	6