



APEEJAY SCHOOL, SAKET  
MID TERM  
SESSION: 2024-2025  
SET A

SUBJECT- BUSINESS STUDIES (054)  
Time: 3 Hours

CLASS: XII  
M.Marks:80

General Instructions:

- I. This question paper contains 34 questions on 7 printed pages.
- II. Read the question paper carefully.
- III. All questions are compulsory.
- IV. Handwriting should be neat and legible.
- V. Attempt all parts of a question together.
- VI. Marks are indicated against each question.

✓ Identify the process that provides the requisite amount, quality, timing, and sequence of efforts, which ensures that planned objectives are achieved with a minimum of conflict.

- (a) Management
- (b) Planning
- (c) Co-ordination
- (d) Controlling

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✓ This function of management relating to laying down the foundation for carrying out the other functions of management successfully is

- (a) Organizing
- (b) Staffing
- (c) Planning
- (d) Controlling

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✓ Identify the level of management which does not interact with the work force directly.

- (a) Supervisory management
- (b) Operational management
- (c) First line managers
- (d) Middle level management

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✓ By profession, FW Taylor was a

- (a) Mechanical engineer
- (b) Mining engineer
- (c) Psychologist
- (d) Human resource officer

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✓ Which of the following is NOT a component of specific forces of business environment?

- (a) Technological conditions

- (b) Customers
- (c) Employees
- (d) Investors

1

6. A strategy is a comprehensive plan which will **NOT** include this dimension

- (a) Determining long term objectives
- (b) Adopting a particular course of action
- (c) The ends which the management seeks to achieve by its operations
- (d) Allocating resources necessary to achieve the objective

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7. The principles of management enhance the understanding of relationship between human and material resources for the achievement of organizational goals. Identify the feature of the principles of management being described in the given statement.

- (a) Cause and effect relationships
- (b) Optimum utilization of resources and effective administration
- (c) Formed by practice and experimentation
- (d) Mainly behavioral

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8. This technique of scientific management helps in development of the concept of assembly line which is widely used in automobile companies these days as well. Identify the technique.

- (a) Motion study
- (b) Standardization and simplification of work
- (c) Method study
- (d) Time study

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9. According to this principle of general management, "an organisation should safeguard against abuse of managerial power, but at the same time a manager should have the necessary authority to carry out his responsibility." Name the principle of management being described in the given statement.

- (a) Discipline
- (b) Authority and responsibility
- (c) Unity of command
- (d) Unity of direction

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10. Name the concept which explains the manner in which decision-making responsibilities are divided among hierarchical levels:

- (a) Organizational structure
- (b) Span of management
- (c) Delegation
- (d) Decentralization

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MATCH THE FOLLOWING BY CHOOSING THE CORRECT OPTION:

11.

Column A	Column B
(i) Can be delegated	(a) Accountability

(ii) Cannot be entirely delegated	(b) Authority
(iii) Cannot be delegated at all	(c) Responsibility

- (a) (i)- (b); (ii)- (c); (iii)-(a)  
 (b) (i)- (b); (ii)- (a); (iii)-(c)  
 (c) (i)- (c); (ii)- (b); (iii)-(a)  
 (d) (i)- (b); (ii)- (c); (iii)-(a)

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12.

Column A	Column B
(i) Guideline for implementing a strategy	(a) Procedure
(ii) Prescribed way to carry out a particular task	(b) Policy
(iii) Series of steps to be performed in a chronological order.	(c) Budget
(iv) Numerical Plan	(d) Method

- (a)(i)-(d); (ii)- (a); (iii)-(b); (iv)- (c)  
 (b)(i)-(b); (ii)- (c); (iii)-(a); (iv)- (d)  
 (c)(i)-(b); (ii)- (d); (iii)-(a); (iv)- (c)  
 (d)(i)-(c); (ii)- (a); (iii)-(d); (iv)- (b)

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13. This analysis would reveal the number and type of human resource available within the organization.

- (a) Workload analysis  
 (b) Breakeven analysis  
 (c) Workforce analysis  
 (d) Span of management

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14. Assertion (A): Delegation does mean abdication.

Reason (R): The manager no longer remains accountable for the performance of the assigned tasks.

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

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15. This concept of control management is based on the belief that if you try to control everything you may end up controlling nothing.

- (a) Critical point control  
 (b) Key result areas  
 (c) Management by exception  
 (d) Deviations

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16. Statement 1: Only those complaints where value of goods and services paid as consideration exceeds ten crores of rupees can be filed in State Commission.

Statement II: If any of the parties are not satisfied by the order of State Commission can appeal against such order to the Supreme Court of India.

- (a) Both the Statement I and Statement II are true.
- (b) Both the Statement I and Statement II are false.
- (c) Statement I is true but Statement II is false.
- (d) Statement I is false but Statement II is true.

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17. Assertion (A): The lack of incentives within an organization leads to high rate of employee turnover.

Reason (R): Motivation helps to reduce absenteeism in the organization.

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

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18. Naina joined fashion wear company as a design expert. Being very creative and enthusiastic about her work. She would initially share her innovative ideas with her superior Jyotsna. However, over a period of time she realized that Jyotsna never appreciates her contribution. She made up her mind not to give any suggestion henceforth. Identify the type of communication barrier being described in the above lines.

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

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19. Which of the following is **NOT** a demerit of informal organization?

- (a) It leads to spreading of rumors.
- (b) It gives more importance to structure and work.
- (c) it may restrict implementation of changes within the organization.
- (d) It puts psychological pressure on members to conform to group expectations even if they are against the interest of organization.

1

20. When Jaskaran Singh applied for the post of Computer teacher in a school in Bhubaneswar, he was asked to prepare a power point presentation on a particular topic during selection procedure. Identify the type of selection test being mentioned in the above lines.

- (a) Trade test
- (b) Personality test
- (c) Intelligence test
- (d) Interest test

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21. Real Alliance Ltd. is a well-known cement company in India. It is able to earn adequate revenues to cover costs. Its capital base, number of employees and production turnover has increased manifold over the years. The rate of profitability of the business is also creditable. The employees of the company are happy and satisfied with their remuneration, working conditions, promotion policy etc. As a part of its

moral obligation, the company has taken many initiatives for providing employment to specially abled persons and promoting literacy in the villages adopted by it  
In context of the above case: Identify and explain the various types of objectives of management being fulfilled by Real Alliance Ltd by quoting lines from the paragraph. 3

22. State any three reasons as to why controlling is regarded as an indispensable function of management. 3

OR

Enumerate any three advantages of Management by exception which is used by manager in analyzing deviations.

23. Vandana Public School had a vacancy of a Mathematics teacher. They were looking for a smart and creative teacher having a drive for excellence. An advertisement was given in all leading dailies. Since the response was huge, the school examined all the application forms and rejected the candidates who did not have the necessary qualifications. Thereafter, a test was conducted to measure the existing skills of the candidates. After that it was followed by a formal in-depth conversation with the principal of the school and a panel of Mathematics experts.

Explain the steps that have been performed by Vandana Public School in the process of identifying and choosing the best candidate. 3

24. "Management is both Science and Art." Explain this statement in brief. 3

OR

State the basic features of management as a profession.

25. Explain the following features of directing:

- Directing initiates action
- Directing is a continuous process

4

OR

Explain the following leadership styles:

- Autocratic leadership
- Laissez Faire leadership

26. State any four limitations of using internal source of recruitment. 4

OR

State any four commonly used sources of recruiting employees from outside the organization.

27. Suman wanted to purchase a sandwich toaster. She checked about the various sandwich toasters available online and compared the prices so that an intelligent and wise choice could be made. Then she went to a nearby market to buy the sandwich toaster. Being an informed consumer, she looked for the correct standardization mark. The shopkeeper showed her different toasters but was quoting a higher price than the price she had checked online. After negotiating with the shopkeeper, she was able to bring the price down. As a responsible consumer, she asked for a cash memo, against the amount paid for the product and took the toaster home. On opening the package, she found an instruction booklet, which she read carefully. Then she followed all instructions step-by-step and made nicely toasted paneer sandwiches for her family.

- State any two responsibilities, which have been discharged by Suman, besides asking for a cash memo.
- Explain the two rights being discussed in the above case.

4

28. Priya is a regional manager of XYZ Ltd. She is a hardworking employee and is trying to reduce waste of resources in her company. She has set standards for performance of different activities and is ensuring that targets are met according to these standards with minimal wastage of resources. She has set up CCTV cameras which helps her to keep a close check on the activities of the subordinates and know how the employees are performing. She also rewards the employees with a bonus when these standards are met. She is trying her best to ensure a good performance of her team this year through the application of an important function of management. Explain any two benefits of the function of management highlighted above.

4

29. Kunal joined as a Shop Level Manager in the Production Department of a Textile Company in the year 2005. Because of his good work, he became the Deputy Production Manager of the Company in the year 2010. He had Status and Prestige and was well respected by all in the company. On 1st March, 2019, he was promoted as the General Manager of the company. Kunal was very happy on his promotion as now he had become what he was capable of becoming. As a good manager, Kunal decided to motivate his subordinates, after understanding the Need Hierarchy Theory which is based on various assumptions. He realized that people's behavior is based on their needs and the manager can influence the behavior of his Employees by satisfying their needs.

One of the Assumptions of Need Hierarchy Theory is stated in the above paragraph, identify it and state the other three Assumptions of this Theory.

4

30. 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 fulfil 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-a-vis earnings per share, tax liabilities, dividends paid, etc. and their future projections, knowing fully well that the projections may change if the country's economic policies get modified. The above paragraph discusses some of the steps of one of the functions of management. By quoting the lines from the above paragraph, explain these steps in chronological order.

4

31.

I. Explain the following techniques of scientific management:

a. Method study

b. Time study

II. Differentiate between contribution made by F.W. Taylor and Henry Fayol on any three basis.

6

32. Roshan is the chief chef of 'Khidmat' restaurant located in the city of Bangaluru. The place is known for its exquisite Mughlai cuisine especially mutton biryani and kababs. All the food is prepared under Roshan's purview. The various activities in the kitchen are initiated in accordance to his instructions. He is very clear and specific in issuing instructions to his subordinates in order to ensure smooth working of the department. He personally oversees the method followed by the chefs for preparation of each dish. He misses no opportunity to praise his subordinates for their good work. All his team members feel very happy and satisfied under his direction. He provides constant guidance to them in order to improve upon its taste and presentation and also encourages them to innovate and be more creative in their work.

6

- a. Identify the various elements of directing mentioned in the above paragraph by quoting lines from the paragraph.
- b. Describe briefly any two points to highlight the importance of directing as a function of management.

33. Roasted Coffee Corporation is a coffeehouse chain operating in seven states of India. Through its effective organizational structure, it has grown despite pressure from competitors in national market. The company has a Purchase and Production department, Supply chain management and logistics department, Brand management department and Sales department. This structure has facilitated operational efficiency, as employees became specialists with their own realm of expertise. They could be imparted specialized training as the focus on limited range of skills. Identify the organizational structure of Roasted Coffee Corporation. Also state the three advantages of this structure other than those discussed in the above paragraph.

34. Tinku is an 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 that it is no longer a valid currency. Tinku was very surprised. Then his father explained to him that what the shopkeeper was saying is true as that particular type of five hundred rupees notes 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 becomes invalid.
- (b) State any three features of the concept as identified in part (a) of the question.