

ST. ANTHONY'S SENIOR SECONDARY SCHOOL**TERM 1 EXAMINATION (2024-25)****Class : XII****BUSINESS STUDIES****Set - 1****TIME: 3 HR****M.M: 80M****General Instructions:**

1. This question paper contains 34 questions.
2. Marks are indicated against each question
3. Answer should be brief and to the point
4. Answers to the questions carrying three marks maybe from 50 to 75 words
5. Answers to the questions caring for Max maybe about 150 words
6. Answers to the questions carrying six March may be about 200 words
7. Attempt all parts of the questions together

S.NO.	QUESTIONS	Marks
Q. 1	This type of training is provided to the new employees of an organisation in order to familiarise them with the organisational rules and policies, their superior and subordinate, and so on. (a) Induction Training (b) Apprenticeship Training (c) Vestibule Training (d) Internship Training	1
Q.2	Which of the following is neither a single use nor a standing plan? a) Procedures b) Strategy c) Programme d) Budget	1
Q.3	In order to enter into profession one has to acquire an educational degree by clearing specified examination conducted by registered institutes. Which feature of profession is being revealed? a) Restricted entry b) Ethical code of conduct c) Professional association d) Well defined body of knowledge	1
Q.4	Identify the principle of management followed in the following pictorial representation.	1



- (a) Cooperation, Not individualism
(b) Harmony, not discord
(c) Discipline
(d) Remuneration

Q.5 Increased life expectancy of people and increased awareness for health care have increased the demand for many health products' Which feature of business environment is highlighted in this statement?

- a) Uncertainty
b) Interrelatedness
c) Relativity
d) Totality of forces

Q.6 "Plans decide the future course of action and managers may not be in a position to change it." Identify the limitation of planning indicated here.

- (a) Planning reduces creativity
(b) Planning does not guarantee success
(c) Planning may not work in a dynamic environment
(d) Planning leads to rigidity.

Q.7 Sehaj is working as human resource manager in flora Ltd. He is assigned the work to find out the number and type of personnel required so that he could decide and do the recruitment. Identify the concept involved.

- (a) Recruitment
(b) Selection
(c) work force analysis
(d) work load analysis.

Q.8 Assertion (A): Planning seeks to bridge the gap between where we are and where we want to go. Reason (R): Planning involves setting objectives and developing appropriate courses of action to achieve these objectives. Planning provides a rational approach for achieving predetermined objectives.

- (a) Both Assertion (A) and Reason (R) are true.
(b) Both Assertion (A) and Reason (R) are false.
(c) Assertion (A) is true and Reason(R) is false.
(d) Assertion (A) is false and Reason(R) is true.

Q.9 Population is a component of the total _____ environment, while composition of population is component of _____ environment.

- (a) Economic, Social
(b) Social, Economic
(c) Natural, Legal
(d) Technology, Political

Q. 10 While selecting the best possible course of action, what manager will have to apply?

- (a) Pros, cons
(b) Hit and Trial method
(c) Permutations, combinations
(d) Innovative ideas, decision making

Q.11 Span of management refers to _____

- (a) No. of subordinates at lower level

- (b) Total no. of managers.
 (c) no. of subordinates under a superior.
 (d) no. of levels in the organisation.

Q.12 Policies and _____ are interlinked with each other.

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Q.13 Match the following:

- | | |
|-------------------------|---|
| i) Casual Callers | a) Agents for hiring unskilled and semi-skilled workers |
| ii) Employment exchange | b) Notice-board of the enterprise |
| iii) Direct recruitment | c) Unsolicited applications |
| iv) Labour contractors | d) Run by government |

1

- A) i c; ii d; iii b; iv a
 B) i c; ii a; iii d; iv b
 C) i a; ii d; iii b; iv c
 D) i b; ii c; iii a; iv d

Read the following text and answer Question No. 14 to 16 on the basis of the same:
 'Himalaya Ltd. is engaged in manufacturing of washing machines. The target of the organisation is to manufacture 500 washing machines in a day. There is an occupational specialisation in the organisation which promotes efficiency to employees. There is no duplication of efforts in such type of organisation structure.'

Q.14 Identify the organisation structure in the above paragraph?

- (a) Divisional (b) Functional
 (c) Matrix (d) None of the above

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Q.15 Occupational specialization leads to one of the following disadvantage. Identify

- (a) Increase cost (b) Limited growth of an individual
 (c) Duplication of efforts (d) Functional empires

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Q.16 How the above structure leads to efficiency?

- (a) No duplication of efforts (b) Increase cost
 (c) Departmentalisation (d) Low cost raw material

1

Q.17 Management unites the efforts of different individuals in the organisation towards achieving these goals. Which feature of management is highlighted by this statement?

- a) Pervasive (c) Intangible
 b) Goal oriented process (d) Group activity

1

Q.18 Assertion [A] : An adequate knowledge of rules and regulations framed by the government is a prerequisite for better business performance.

Reason [R] : Non-compliance of laws can land the business enterprise into legal problems.

- a) Both Assertion [A] and reason [R] are true and Reason [R] is 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

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Q.19 State True/False and give reason in support of your ans.

Centralisation gives more autonomy to subordinates.

1

Q.20 According to Fayol, "Organisations should have a _____ chain of authority and communication that runs from top to bottom and should be followed by managers and the subordinates."

1

Q.21	Explain the next three steps in the planning process after evaluation of various alternative courses of action	3
	OR	
Q.22	Explain why strategy is considered as a comprehensive plan. Make in India is an initiative launched by the Government of India to encourage national and multinational companies to manufacture their products in India. Under the initiative, brochures on these sectors and a web portal were released. The initiative aims at high quality standards and minimizing the impact on the environment. It also seeks to attract foreign capital investment in India. In context of the above case: Identify and explain any three dimensions of business environment being referred to from the paragraph.	3
Q.23	A company is manufacturing washing machines. There is a well-defined system of jobs which is clear and defines authority, responsibility and accountability in the company. But people are not allowed interact beyond their officially defined roles. As a result, the company is not able to adopt the changing business environment. The work force is also not motivated due to lack of social interaction. The company is facing problems of procedural delays and inadequate recognition to creative talents. a) Suggest how the organisation can overcome the problems faced by it. b) Give any two benefits it will derive from your suggestion.	3
Q.24	Under this method employee learn by doing. Employees are trained while they are performing the job and senior worker or mentor provides them technical knowledge. But the biggest disadvantage of this method is wastage of material and accidents. (a) Identify the method of training stated in above lines. (b) Explain the two techniques used in above said method of training.	3
Q.25	"To manage is to forecast and to plan, to organise, to command and to control." Explain the four functions of management highlighted by this statement. OR A manager applies these scientific methods and body of knowledge to a given situation, an issue or a problem, in his own unique manner. Which aspect of nature of management is being discussed here? Explain with reasons.	4
Q.26	Explain any four points stating the nature of principles of management.	4
Q.27	Two years ago, Mayank obtained a degree in food technology. For some time, he worked in a company that manufactured bread and biscuits. He was not happy in the company and decided to have his own bread and biscuits manufacturing unit. For this, he decided the objectives and the targets, and formulated an action plan to achieve the same. One of his objectives was to earn 50% profits on the amount invested in the first year. It was decided that raw materials like flour, sugar, salt, etc. will be purchased on two months credit. He also decided to follow the steps required for marketing the products through his own outlets. He appointed Harsh as the Production Manager who decided the exact manner in which the production activities were to be carried out. Harsh also prepared a statement showing the requirement of workers in the factory throughout the year. Mayank informed Harsh about his area wise sales target for different products, for the forthcoming quarter. While working on the production table, a penalty of Rs.150 per day was announced for not wearing the helmet, gloves and apron by the workers. From the above paragraph, identify and explain any four types of plans discussed.	4

3	<p>'Companies that fail to adopt their environment are unlikely to survive in the long run.' In the light of this statement discuss the importance of business environment by giving any five points.</p>	4
Q.29	<p>Identify the type of organization structure that should be followed by the company. Also state any three merits of the same.</p> <p>Vrinda Petrochemicals Ltd. wishes to diversify into the business of manufacturing electronic equipments, so it needs to add more employees, create new departments and introduce new levels of management.</p> <p style="text-align: center;">OR</p> <p>Identify the type of organization structure that should be followed by the company. Also state any three merits of the same.</p>	4
	<p>Shreya Ltd. is a large organization having diversified activities and operations requires a high degree of specialization:</p>	
Q.30	<p>Board of Directors of 'Shah Brothers Limited' has formulated a policy for Human Resource Development. According to this policy, certain standards will have to be taken in consideration prior to the appointment of persons in the company. Some of the main standards are: existing employees of the company should be motivated; selection should be riskless and should not need any induction.</p> <p>(a) Identify the type of recruitment adopted by Shah Brothers Limited. (b) Also explain any three merits of above.</p>	4
Q.31	<p>Sagar Ltd. believes in coordination among departments and activities. The company relies heavily on professional coordination. For this the company takes steps throughout the year. Coordination is kept in mind by <u>all the managers regardless of the level they are working at.</u> Throughout the year the various activities are synchronized without failure. <u>Every department ensures that within it every employee and operation is guided by the theme of proper coordination.</u> Whenever an employee takes an action he consults others, whenever needed, thus properly contributing to his team. The process of coordination is just not limited to the employees. <u>Even at the departmental level the various departments use this binding force to create perfect harmony among them so that the organisational goals can be fulfilled.</u> All the coordination that occurs in the organisation is a result of proper training and premeditated attempts by the company to get the best results possible. The above case represents all the characteristics of coordination. Identify the lines which represent them and also name the characteristics.</p>	6
Q.32	<p>Explain the following principles of F.W. Taylor:</p> <ol style="list-style-type: none"> Harmony, Not Discord Development of Each and Every Person to His or Her Greatest Efficiency and Prosperity <p style="text-align: center;">OR</p> <p>Explain the following principles of Henry Fayol:</p> <ol style="list-style-type: none"> Unity of Command Scalar Chain 	6
Q.33	<p>Discuss Maslow's need hierarchy theory of motivation with the help of diagram.</p> <p style="text-align: center;">OR</p> <p>Explain different financial and non-financial incentives used to motivate employees of the Company.</p>	6

Q.34

'A.S limited' is a large company engaged in assembly of air conditioners. Recently the company had conducted the time and motion study and concluded that on an average a worker can assemble 10 air conditioners in a day. The target volume of the company in a day is assembling of 1000 units of air conditioners. The company is providing attractive allowances to reduce labour turnover and absenteeism. All the workers are happy. Even then the assembly of air conditioners per day is 800 units only. To find out the reason, the company compared actual performance of each worker and Observed through CC TV that some of the workers were busy in gossiping .

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1. Identify and explain the function of management discussed above.
2. State and explain those steps in the process of the function identified which are discussed in the above Paragraph.