

PT-2/HALF YEARLY EXAMINATION, 2022-23
BUSINESS STUDIES

Time – 3 hrs.

Class – XII

M.M. : 80

Date – 14.09.2022 (Wednesday)

Name of the student _____ Section _____

GENERAL INSTRUCTIONS:

- There are 33 questions in total and all questions are compulsory.
- The question paper contains two parts: Section -A and Section-B
- Section-A contains 20 questions which are MCQ type questions.
- Section-B contains explanatory questions of 3, 4 and 6 marks.
- Question nos.21 to 24 are of 3 marks each
- Question no.25 to 29 are of 4 marks each.
- Question no 30 to 33 are of 6 marks each.

SECTION-A

- Q.1.** 'Even where members of a department willingly cooperate and work, a manager has to coordinate the efforts of different people in a conscious manner.' Identify the characteristic of coordination discussed above. **1**
- A. Coordination ensures unity of action
B. Coordination is a deliberate function
C. Coordination is a continuous process
D. Coordination is an all-pervasive function
- Q.2.** "The aim of a manager is to reduce costs and increase productivity through better planning, organizing, directing, staffing and controlling the activities of the organization." Identify the importance of management highlighted above. **1**
- A. Management helps in achieving group goals.
B. Management increases efficiency.
C. Management creates a dynamic organization.
D. Management helps in achieving personal objective.
- Q.3.** "There should be a complete cooperation between management and labour instead of individualism." This principle is an extension of:- **1**
- A. Development of each individual to their greatest efficiency.
B. Science, not rule of thumb.
C. Cooperation, not individualism.
D. Harmony, not discord.
- Q.4.** The application of this principle of management leads to higher production and better work for the same effort. Identify this principle of general management. **1**
- A. Division of work B. Order C. Esprit de corps D. Equity

- Q.5.** The objective of which of the following technique of scientific management is to determine the number of workers to be employed in an organization: **1**
A. Motion study B. Method study C. Time study D. Fatigue study
- Q.6.** “The increase in the demand for many Ayurvedic medicines, Health products and services in the past few months, is related to the need for building immunity and an increased awareness for health care due to the spread of Corona virus.” Identify the feature of business environment being described above. **1**
A. Specific and general forces B. Interrelatedness
C. Relativity D. None of the above
- Q.7.** The Uttarakhand government has developed surveillance network using latest satellite technology. Under this system, the state’s mining department would be in a position to check illegal mining activities across the state. The state government is also considering the use of drones in its proposed campaign against illegal mining. Identify the related dimensions of business environment. **1**
A. Economic dimension and Legal dimension
B. Social dimension and Economic dimension
C. Technological dimension and Political dimension
D. Political dimension and Economic dimension
- Q.8.** Packaging is said to have the unique capacity to make products stand out in a crowded marketplace. Therefore, convenience of consumer is at the top of the mind of the marketers as they are focusing on developing packaging that’s easier to open, which protects against breakage, maintains freshness during delivery and keeps a consistent look. Identify the type of plan being described in the above lines. **1**
A. Programme B. Method C. Strategy D. Rule
- Q.9.** “To see whether plans are being implemented and activities are performed according to schedule is also the part of planning process.” Identify this step in the planning process. **1**
A. Developing planning premises B. Follow-up action
C. Selecting an alternative course of action D. Implementing the plan
- Q.10.** In decentralization, delegation of authority takes place at – **1**
A. Lower levels of management hierarchy
B. All the levels of management hierarchy
C. Top levels of management hierarchy
D. Middle levels of management hierarchy
- Q.11.** Identify which of the following statements is not correct. **1**
A. Organizational barriers arise due to organizational rules, regulations, policies, structures, facilities and status.
B. Psychological barriers arise due to distrust, loss by transmission and poor

retention, premature evaluation and lack of attention.

- C. Semantic barriers arise due to faulty translation, unclarified assumptions, symbols with different meanings, badly expressed message.
- D. Personal barriers arise due to fear of challenge to authority, technical jargon, body language and gesture.

Q.12. Which of the following is not a benefit of training and development to employees? **1**

- A. Improved skills and knowledge B. Increased efficiency
- C. Increased satisfaction and morale D. Results in higher profit

Questions 13-14 contain two statements- statement 1 and statement 2. Each question has Four choices (A), (B), (C) and (D) only one of which is correct.

In the light of these statements, choose the most appropriate option:

- A. Statement 1 is correct and statement 2 is incorrect.
- B. Statement 2 is correct and statement 1 is incorrect.
- C. Both the statements are correct.
- D. Both the statements are incorrect.

Q.13. Statement 1- As an organization grows, coordination becomes difficult due to emergence of new functions and increase in structural hierarchies. **1**

Statement-2 For an organization to function smoothly and face environment challenges, it is necessary to pay attention to its structure.

Q.14. Statement-1 The informal organization emerges from within the formal organization. **1**

Statement-2 The divisional structure is adopted in each unit of functional structure.

Q.15. At Support.com, there is no reward or appreciation for a good suggestion. Thus, the subordinates are not willing to offer any useful suggestions to their superiors. Identify the type of barrier to communication that has been created in the firm due to this. **1**

- A. Semantic barrier B. Personal barrier
- C. Organisational barrier D. Psychological barrier

Q.16. Which of the following is not an on-the-job method of training? **1**

- A. Apprenticeship training B. Induction training
- C. Internship training D. Vestibule training

Q.17. Which of the following statement is correct with reference to 'organizing' function of management? **2**

- A Reduces the risk of uncertainty.
- B Helps in obtaining competent personnel.
- C Leads to systematic allocation of jobs and facilitates specialization.
- D Judges accuracy of standards.

- Q.18.** What are the merits of external sources of recruitment? **2**
- (a) It provides wider choice to the organization.
 (b) Recruitment becomes highly competitive
 (c) It is simple and reliable process.
 (d) It is the most economical source of recruitment.
 (e) It attracts fresh talent in the organization
- A. a, d, and e only B. a, b and e only C. c, d and e only D. b, c and e only

- Q.19.** What are the limitations of divisional organizational structure? **2**
- (a) Leads to problems in coordination as information needs to be shared between various functionally differentiated departments.
 (b) Conflicts may arise between different division for allocation of funds
 (c) Leads to increase in expenditure due to duplication of activities
 (d) A conflict of interests may arise when the interests of two or more departments are not compatible.
 (e) Inter-departmental conflicts can also arise in the absence of clear separation of responsibilities
 (f) Being an autonomous unit, manager may ignore organizational interest
- A. b, c and f only B. a, d and e only C. a, b and c only D. b, e and f only

- Q.20.** Match the following non-financial incentives as given below: **2**

List-I		List-II	
A	Status	(i)	Greater variety of work content, requiring higher level of skill
B	Organizational Climate	(ii)	Authority, responsibility, rewards, perquisites and prestige of job
C	Job Enrichment	(iii)	Stability and security of income
D	Job Security	(iv)	Individual autonomy, reward orientation, risk-taking, etc.

- a. A-(ii), B-(iv), C-(i), D-(iii) b. A-(i), B-(ii), C-(iv), D-(iii)
 c. A-(i), B-(ii), C-(iii), D-(iv) d. A-(ii), B-(iii), C-(iv), D-(i)

SECTION-B

- Q.21.** “Changes or events cannot be eliminated but they can be anticipated and managerial responses to them can be developed.” Identify the relevant importance of planning from the above statement and also explain any other two importance of planning. **3**
- Q.22.** Explain 'Science, not rule of thumb' and 'Development of each and every person to his or her greatest efficiency and prosperity' as principles of Scientific Management given by F.W. Taylor. **3**

OR

Explain Principle of ‘Authority and Responsibility’; ‘Discipline’ and ‘Espirit De Corps’.

- Q.23.** 'Trasso Ltd.' is a famous automobile company in small car segment in India. Recently, the company had to suffer a fall in demand due to a drop in the overall market growth. The various reasons for the downward trend included a rise in the fuel prices and interest rates, flood in Kerala and drought in some parts of Maharashtra; which impacted sales during Onam and Ganesh Chaturthi, respectively. The launch of the new car in previous month by its rival, also affected the sales adversely. Moreover, the consumers wish to upgrade to more expensive hatchbacks, compact sedans and compact SUVs from smaller cars. **3**

Identify and explain the related dimensions of business environment being discussed above.

- Q.24.** Identify the different types of formal communication being describe below and also indicate the sub-type wherever applicable: **3**
- (a) Mansi informs her subordinate Itisha about the marketing targets for the month.
 - (b) The supervisor in a factory informs the production manager that the production is going on as per plan.
 - (c) The production manager and the finance manager of a company hold a meeting to discuss the purchasing policy of the company.

OR

Akansha works in an insurance company. Over the years, the scope of her work was restricted to individual persons only. Now, she has been transferred to corporate division. To begin with she has been asked to approach three companies and convince them to buy the group insurance policy for employees. She wants to use human needs as an instinct to stimulate the management of these companies to make them purchase the policy.

In the context of the above case:

- (a) Identify the element of one of the functions of management that she should follow.
 - (b) Also, suggest the related human need as per the need hierarchy theory that she should promote to sell the policy. Explain the identified need.
- Q.25.** Naman and Govind after finishing their graduation under vocational stream decided to start their own travel agency which will book Rail Tickets and Air Tickets on commission basis. They also thought of providing tickets within ten minutes through the use of internet. They discussed the idea with their Professor Mr. Mehta who liked the idea and suggested them to first analyse the business environment which consists of investors, competitors and other forces like social, political etc. that may affect their business directly or **4**

indirectly. He further told them about the technological improvements and shifts in consumer preferences that were taking place and hence they should be aware of the environmental trends and changes which may hinder their business performance. He emphasised on making plans keeping in mind the threat posed by competitors, so that they can deal with the situation effectively. This alignment of business operation with the business environment will result in better performance.

(i) State any two features of business environment as discussed by Professor Mehta with Naman and Govind.

(ii) Explain any two importance of business environment.

Q.26. Kavita Ghai was the managing Director of a restaurant in Lucknow called 'Healthy Kitchen'. The restaurant was doing well and the volume of work started increasing slowly and steadily. Kavita Ghai was not able to manage all the work on her own. The increasing magnitude of work made it impractical for her to handle it all by herself. Moreover her objective is to open more branches of this restaurant at different places. She appointed Nikhil Gupta, as a General Manager of 'Healthy Kitchen', Lucknow and gave him the right to command his subordinate and to take action within the scope of his position. For smooth running of the restaurant she also gave him authority to hire and train the staff as per the requirements.

4

Kavita Ghai was satisfied with the work of Nikhil Gupta and was able to open other branches of the restaurant in Agra and Kanpur also.

(a) Identify the concept followed by Kavita Ghai which helped her to open the new branches of the restaurant.

(b) Also, explain briefly the three points of importance of the concept identified in (a) above.

OR

Explain any two advantages and two disadvantages of Formal Organization.

Q.27. A reputed car manufacturing company is hiring fresh mechanical graduates through campus recruitment. The interested, final year mechanical engineering students are asked to fill the application form giving personal details and their expectation from the company. The company screened the applications and asked selected candidates to appear for a written test. The test consists of five sections. The first section consists of question pertaining to mechanical engineering, second section about their reaction, maturity and value system in a given situation, third section is about their interest, fourth section is about ability to learn new skills and the final section judges their ability to make decisions. On the basis of this test, the company short listed 20 candidates who are called for interview. The

½+2½+1

selected seven candidates, after going through reference check and medical examination, are offered contract of employment.

The company is facing lots of complaints about non-opening of airbags during a collision. As a first assignment, the new staffs are asked to go through reports of such accidents and suggest ways to tackle these problems.

Answer the following questions based on the above paragraph:

- A. "The interested, final year mechanical engineering students are asked to fill the application form giving personal details and their expectations from the company." Which step in the process of staffing is initiated by the company?
- B. Identify the selection tests undertaken by the students by quoting the lines from the above para.
- C. Explain the next step of Staffing which is being performed after the step identified in part (A).

Q.28. Identify the different types of motivational techniques being mentioned below. Also states the category to which they belong: **4**

- 1. Nitin works as a front office manager in a Fast Food company. He has been recently awarded "employee of the month" certificate by his company.
- 2. As a marketing manager Pranav enjoy autonomy and power to take independent decisions related to his work.
- 3. Manoj gets an annual increment of Rs. 2,000 in his salary.
- 4. Siddharth works as a front office manager in a public utility company. The education of his two children is being financed by the company.

Q.29. Explain any four measures to overcome the communication barriers. **4**

OR

Describe Personal barriers to effective communication.

Q.30. Rahul works as a supervisor in a pickle making company which operates on a small scale in Udaipur. Once the pickle is prepared, it is put into small glass jars of different sizes and then labels are manually posted on them. Thereafter, they are put in the lots of 20 in corrugated boxes for transportation to different places. Rahul often observes that lot of time is wasted in the process of packaging, due to lack of synchronisation among the efforts of different workers. It is because, when a worker is ready with the glass bottles his co-workers who is supposed to paste the label is not able to match his actions with him. Identify the quality of management which is lacking in the company. Also, explain any five points highlighting its features. **6**

OR

'Coordination is implicit and inherent in all functions of management.' Discuss the role of coordination in any four functions of management.

- Q.31.** Rajat joined as a CEO of Bharat Ltd. a firm manufacturing computer hardware. On the first day he addressed the employees. He said that, he believed that a good company should have an employee suggestion system whereby suggestions which result in substantial cost/time reduction should be rewarded. He informed all employees that he would ensure that all agreement was clear, fair and there were judicious applications of penalties. However, he said that he believed that lazy personnel should be dealt with sternly to send the message that everyone was equal in the eyes of management. Also that he would want to promote a team spirit of unity and harmony among employees, which would give rise to a spirit of mutual trust and belongingness among team members and eventually minimise need for using penalties. He told all that the interest of the organization should take priority over the interest of any one individual employee. **6**

Identify and briefly explain any four principles of management given by Fayol, which Rajat highlighted in his address to the employees.

- Q.32.** 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. The employees have to work overtime and on holidays to cater to the demand. Managers in the marketing department are under stress as they have to handle more than two territories. The work stress has led to dissatisfaction among the employees and managers. **6**
- A. Name and explain the step of staffing process which has not been performed properly.
- B. State and explain the next five stages immediately following the step identified in part (A)

- Q.33.** Differentiate the following: **(Any two points)** **6**
1. Rules and Method 2. Procedure and Policies 3. Objective and strategy

OR

Explain the importance of planning.

