

# HALF YEARLY EXAMINATION, 2024-25

## BUSINESS STUDIES

Time – 3:00 Hrs.

Class – XII

M.M. : 80

Date – \_\_\_\_\_

Name of the student \_\_\_\_\_ Section \_\_\_\_\_

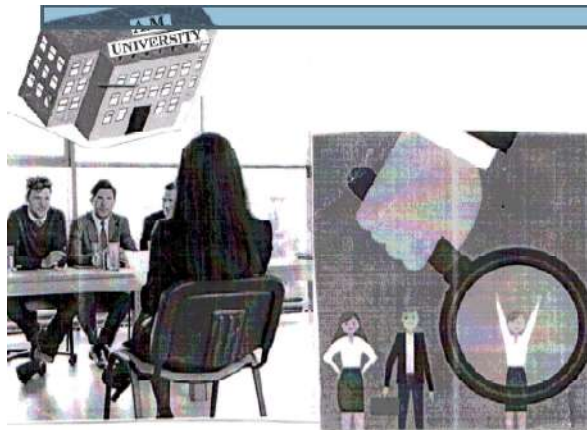
### **GENERAL INSTRUCTIONS:**

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.

- Q1. Coordination integrates the efforts of different departments and different levels. Identify the characteristic of coordination highlighted in the above statement. (1)
- (a) Coordination ensures unity of action. (b) Coordination is an all pervasive function.  
(c) Coordination is a deliberate function. (d) Coordination is the responsibility of all managers.
- Q2. Statement I : Management is multi-dimensional. (1)
- Statement II : The activities involved in managing an enterprise are common to all organisations whether economic, social or political.
- Choose the correct option from the options given below :
- (a) Statement I is true and II is false. (b) Statement II is true and I is false.  
(c) Both the statements are false. (d) Both the statements are true.
- Q3. Sangeeta visited "Smile Dental clinic" for treatment of toothache. She observed that the receptionist was seated at the reception desk, the place fixed for her. Dental instruments were laid neatly in dental instrument trays and the used instruments were placed in the sterilisation area. There was a fixed place for everything and it was present there. There was no hindrance in the work of the dentist and she was working with her maximum efficiency. (1)
- The principle of management followed at " Smile Dental clinic" was-
- (a) Equity (b) Discipline (c) Order (d) Initiative
- Q4. Taylor called for complete mental revolution on the part of both management and workers. It meant that management and workers should transform their thinking. Management should share the gains of the company, if any, with the workers. At the same time, workers should work hard and be willing to embrace change for the good of the company. The principle of management highlighted above is : (1)
- (a) Science, not the Rule of Thumb  
(b) Cooperation, not Individualism  
(c) Harmony, not Discord  
(d) Development of Each and Every Person to His or Her Greatest Efficiency and Prosperity

- Q5. "The application of principles of management is dependent upon the prevailing situation at a particular point of time" The Principle of management which is highlighted in the above statement is : (1)
- (a) Flexible (b) Contingent (c) Behavioural (d) universal
- Q6. Which of the following is an element of 'Social Environment'? (1)
- (A) Rates of saving and investment  
(B) Expectations from the workforce  
(C) The nature of relationship of our country with foreign countries  
(D) Planned outlay in public and private sectors
- Q7. 'SK Builders' became the market leader in the designer house segment as it was the first to recognize the need of using Artificial Intelligence in designing houses in the changing environment of technological advancement. This highlights the following point of importance of business environment: (1)
- (A) It helps to identify threats and early warning signals.  
(B) It enables the firm to identify opportunities and getting the first mover advantage.  
(C) It helps in tapping useful resources.  
(D) It helps in improving performance.
- Q8. Statement – I: Business Environment is dynamic as it differs from country to country. (1)  
Statement – II: Business Environment is largely uncertain as it is very difficult to predict future happenings.  
Choose the correct option from the following:
- (A) Statement I is true and Statement II is false. (B) Statement II is true and Statement I is false.  
(C) Both the statements are true. (D) Both the statements are false
- Q9. 'Best Electronics' is led by its visionary Chief Executive Officer, Nikhil. It has a reputation for good quality products and customer service. Nikhil recognised the need to continually innovate and provide customers with the latest products. He wanted the company to be the market leader in electronics.
- Nikhil knew that to realise his ambitious vision, he needed a clear and well-defined plan that would provide broad contours of the company's business. His team conducted extensive market research to uncover emerging trends, customer preferences, and potential competitors. On its basis, a plan was prepared defining the company's direction and scope in the long run. On the implementation of the plan 'Best Electronics' became the market leader in two years. The type of plan which helped 'Best Electronics' to become the market leader was:
- (A) Policy (B) Rule (C) Strategy (D) Procedure (1)
- Q10. Plans are prepared for a specific period of time, may be for a month, a quarter or a year. At the end of that period, there is a need for a new plan to be drawn on the basis of new requirements and future conditions. The feature of planning reflected in the above lines is:
- (A) Planning is futuristic (B) Planning is continuous (1)  
(C) Planning is pervasive (D) Planning is a mental exercise

- Q11. Concentration of decision making functions at the apex of management hierarchy is called (1)  
(A) Decentralisation (B) Delegation  
(C) Organisational structure (D) Centralisation
- Q12. Statement I : Delegation is the entrustment of responsibility and authority to another, and the creation of accountability for performance. (1)  
Statement II : Irrespective of the extent of delegated authority, the manager shall still be accountable to the same extent as before delegation.  
Choose the correct option from the following :  
(A) Statement I is true and Statement II is false. (B) Statement II is true and Statement I is false.  
(C) Both the Statements are true. (D) Both the Statements are false.
- Q13. "It is a career oriented process designed to help the employees in the progress towards maturity and actualization of their potential capabilities." Identify the process : (1)  
(A) Staffing (B) Selection (C) Development (D) Training
- Q14. Identify the external source of recruitment illustrated by the picture given below : (1)  
(a) Recommendation of Employees (b) Labour Contractors  
(c) Campus Recruitment (d) Employment Exchange



- Q15. Real Tech Builders has to deliver the flats to its buyers for possession on time. Due to this, there is a sudden increase in workload. Therefore, the company needs to arrange workers to work at the sites at a short notice. The source of recruitment which may be used by the company to tap the casual vacancy is: (1)  
(A) Direct recruitment (B) Casual Callers  
(C) Recommendation of employees (D) Labour Contractors
- Q16. Assertion (A): Directing helps to bring stability and balance in the organisation. (1)  
Reason (R): Directing fosters cooperation and commitment among the people and helps to achieve balance among various groups and activities.  
(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 but 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.

- Q17. Mr. Prateek Goyal, the Ex-chairman of India Original Ltd., built up his successor before retiring. Following the norms set up by himself, he handed over the reins of the company to the co-founder Mr. Arvind Mishra, who had the potential to bring about change in the behaviour of others. Name the concept of management which was the reason, why Mr. Prateek Goyal choose Mr. Arvind Mishra to be his successor. (1)
- (A) Motivation      (B) Leadership      (C) Communication      (D) Staffing
- Q18. Which of the following statement is true regarding Laissez Faire Style of Leadership? (1)
- (A) The leader gives complete freedom to the subordinates.  
(B) The leader gives orders and insists that they are to be obeyed.  
(C) The leader does not change or wish to be contradicted.  
(D) The leader exercises control by using forces within the group.
- Q19. Which of the following statements establishes a relationship between planning and controlling? (1)
- (A) Planning and controlling are inseparable twins of management.  
(B) Planning is clearly a prerequisite for controlling.  
(C) Planning is looking ahead while controlling is looking backward.  
(D) All of the above
- Q20. An important project at ABC consultants is running behind schedule by a month. This has upset their clients and might affect the reputation of the company in the long run. No managerial action like assigning more workers, equipment or giving overtime has been able to solve the problem. What managerial action may now be taken by the company to avoid such a situation from arising in future? (1)
- (A) Revise the schedule  
(B) Assigning additional workers and equipment to the project  
(C) Get permission for further overtime work  
(D) Both B and C
- Q21. 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.
- Identify and state three points of importance of management being highlighted here by quoting the lines from the above paragraph. (3)

**OR**

State any three functions performed by the manager who is working at the middle level management.

- Q22. Explain 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 analysing deviations.

- Q23. Explain the steps that are required to be performed by a manager before evaluating all possible courses of action in planning process. (3)

**OR**

Explain how planning:

- a) Reduces overlapping and wasteful activities
- b) Establishes standards for controlling
- c) Facilitates decision making

- Q24. A company, which manufactures a popular brand of toys, has been enjoying good market reputation. It has a functional organisational structure with separate departments for Production, Marketing, Finance, Human Resources and Research and Development. Lately, to use its brand name and also to cash on to new business opportunities it is thinking to diversify into manufacturing of new range of electronic home appliances for which a new market is emerging.

Which organisation structure should be adopted in this situation? Give concrete reasons with regard to benefits, the company will derive from the steps it should take. (3)

- Q25. The Government is considering a pioneer proposal to launch a single debit-cum credit card to increase the ease and usage for the consumers. The card which will be called the "National Mobility Card" will have unique advantages for making payments in metro, buses, parking and making transactions during visits abroad. After hearing this news, Mega Bank decided to launch a "Mega Mobility Card" on similar lines, so that they could be the first to exploit the opportunity, arising due to the increasing trend of digitization. In order to improve their performance, they laid down a plan to hire more people in their marketing department and prepared guidelines to train their sales force to market the new card facility being launched by the bank.

Explain the importance of business environment which is not highlighted in the above case. (4)

- Q26. In Saarthak Steel several initiatives have been taken to further improve the motivation levels of employees through designing jobs that include greater variety of work content, providing certain stability about future income and work, providing fringe benefits like housing, medical aid, etc., allotment of shares in line with various incentives. Identify and briefly explain the incentives being given by the organization to the employees. (4)

**OR**

Explain any four barriers to communication which are related to authority relationships, rules and regulations of the company.

- Q27. Read the following text and answer the questions that follow: (4)

"Journey Limited" is a car manufacturing company. The company has allocated the work among different people working in the organisation to ensure that no employee in the organisation feels overburdened. The company has further functionally grouped these jobs under different departments. Although, the company strictly follows the principle of scalar chain, but this has led to a big disadvantage to the company. The manager in the company too

realised that it was becoming difficult for him to perform all the work alone. So, he shared some of it with three of his subordinates.

- i. Which function of management has been described above?  
(a) Planning                      (b) Staffing      (c) Motivation              (d) Organising
- ii. "The company has allocated the work among different people working in the organisation to ensure that no employee in the organisation feels overburdened." Which element of one of the functions of management is highlighted in the above statement?  
(a) Establishing reporting relationship                      (b) Departmentalisation  
(c) Identification and division of work                      (d) Assignment of duties
- iii. Departmentalisation of jobs leads to:  
(a) Product specialisation                      (b) Occupational specialisation  
(c) Accountability                      (d) Requirement of more resources
- iv. Which disadvantage must the principle of Scalar chain have caused?  
(a) Delay in action                      (b) Ignorance of psychological needs  
(c) More emphasis only on work                      (d) Ignorance of social needs

Q28. Jojo and Jojo is a company known for its consumer business of baby oil and bandages, but many people do not know that the company also runs a medical device and diagnostics business, as well as a pharmaceutical company. With more than 1,80,000 employees worldwide the company has chosen to share decision making authority with lower levels and place it nearest to the point of action. Therefore the response does not take time. This propagates the belief that people are competent, capable and resourceful who can get a chance to prove their abilities. It enables the company in identifying those executives who have the necessary potential to become dynamic leaders, so that the checking required on decisions taken by lower levels of management is the least. This makes it possible to evaluate performance at each level and each department can be individually held accountable for their results.

By quoting the lines given above identify and briefly explain the benefits of the concept discussed above. (4)

- Q29. An auto company, 'Win Ltd.' is facing a problem of declining market share due to increased competition from other new and existing players in the market. It's competitors are 'Gain Ltd.' who manufacture lower priced models for mass consumers who are price sensitive. The Board of Directors of the Company announced a meeting to discuss the decisions regarding pricing and launching a new range of models, in order to increase the market share of the company. Attending the meeting was not a discretion for the directors and a penalty was announced for not attending the meeting. The following decisions were taken in the meeting; (4)
- (a) to define the desired future position of the company, as acquiring a dominant position in the market by increasing the market share to 10% in 1 year;
  - (b) to change the criteria for choosing vendors for procuring supplies;
  - (c) to invest in development of the human resources of the organisation by providing training to higher levels by holding seminars and providing on the job training for the supervisory management.

- (i) What are standing plans and single use plans?
- (ii) Briefly explain the type of plans discussed above.

**OR**

Explain any four limitations of planning function of Management.

- Q30. 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 realised that people's behaviour is based on their needs and the manager can influence the behaviour of his employees by satisfying their needs. (4)
- (i) One of the assumptions of Need Hierarchy theory is stated in the above paragraph. State the other three assumptions of this theory.
  - (ii) State the needs of Kunal which are being satisfied through promotion.
- Q31. Identify and state the various elements of communication highlighted in the following cases: (6)
- (i) Department 'A' has sent an encoded message to department 'B' through internet. What is the role of internet here?
  - (ii) Madhur is making gestures so that he can send a message to Ranbhir. What is Madhur doing here?
  - (iii) Ranbhir is trying to understand the message sent by Madhur by reading his gestures. What is Ranbhir doing here?
  - (iv) Kamesh picks up his phone and finds a message on it. He reads the message carefully. What is the role of Kamesh here?
- Q32. Explain the relationship between Planning and Controlling. (6)
- Q33. Explain the importance of Principles of Management. (6)

**OR**

Explain the following Principle and techniques of Management

- a) Functional foremanship
  - b) Authority and Responsibility
  - c) Differential piece wage system
- Q34. What is Directing? Explain the importance of Directing for a business organisation. (6)

**OR**

Explain the measures which can be used to improve communication.

