

Lions School, Mirzapur
Half Yearly Examination (2020-21)

Class-XII

Time-3 Hours

Subject-Business Studies

M.M.-80

General Instructions-

1. Please check that this question paper contains 34 questions.
2. Please write down the serial number of the question before attempting it.
3. Questions 1 to 20 carrying one mark each. Answers to these questions may be given in one word or a sentence.
4. Questions 21 to 25 carrying three marks each. Answers to these questions may be given in 50-75 words
5. Questions 26 to 28 carrying four marks each. Answers to these questions may be given in about 120 words.
6. Questions 29 to 31 carrying five marks each. Answers to these questions may be given in about 150 words.
7. Questions 32 to 34 carrying six marks each. Answers to these questions may be given in about 200 words.
8. Attempt all parts of a question together.

Q-1. The following is not an objective of management

- (a) Earning profit
- (b) Growth of the organisation
- (c) Providing employment
- (d) Policy making (1)

Q-2. Henri Fayol was a

- (a) Social scientist
- (b) Mining engineer
- (c) Accountant
- (d) Production engineer (1)

Q-3. Business environment is _____, as it consists of inter-related factors affecting business enterprises at the same time.

- (a) Simple
- (b) Complex
- (c) Dynamic
- (d) Either (a) or (c) (1)

Q-4. _____ assists in planning and helps in policy formation.

- (a) Group dynamics
- (b) Business environment
- (c) Turn around management
- (d) None of the above (1)

Q-5. Equal pay for equal work is an example of which dimension of business environment? (1)

Q-6. Give the name of environment that provides the framework ,within which the business has to function? (1)

Q-7. Which of the following is an activity ,which requires a manager to look ahead and anticipate changes.

- (a) Organising
- (b) Staffing
- (c) Planning
- (d) Controlling (1)

Q-8. Planning involves _____. It is essentially the process of choosing among various alternatives.

- (a) Mental exercise
- (b) Decision making
- (c) Wasteful activities
- (d) Both (a) and (c) (1)

Q-9. What is the outcome of the organising process called? (1)

Q-10. Define job description. (1)

Q-11. Biru Nandan ,chairman of Lalit group of companies founded 'Biru University' for undergraduate and postgraduate courses in diverse disciplines. The Information Technology department of the Lalit Power Ltd. had few vacancies related to Cyber Security. The Human Resource Department of the Company decided to recruit fresh engineering graduates from 'Biru University' for the same. Identify the type of source of recruitment. (1)

Q-12. Why is selection considered as a negative step in staffing process? (1)

Q-13. State any two limitations of internal sources of recruitment. (1)

Q-14. Name the management function ,which is known as 'management in action.' (1)

Q-15. What is a motive? (1)

Q-16. Who developed the 'Need Hierarchy' Theory? (1)

Q-17. Which of the following is not an importance of controlling?

- (a) Judging accuracy of standards
- (b) Effective use of resources
- (c) Ensures order and discipline
- (d) Exploitation of resources (1)

Q-18. Taking corrective action is _____ step in process of controlling.

- (a) First
- (b) Second
- (c) Third
- (d) Last (1)

Q-19. Which function of management completes the management cycle? (1)

Q-20. What is meant by 'deviation' in controlling? (1)

Q-21. Management is multi-dimensional. Explain the dimensions of management. (3)

Q-22. Monty ,a manager at the middle level in the production department often speaks to people working at different levels in various departments ,passing information/instructions regarding his department and also other departments.

On the basis of the given information about Monty answer the following questions

- (a) Identify and explain the principle being overlooked.
- (b) What are the drawbacks of overlooking this principle? (3)

Q-23. Nand Kishore Rajput grew up in Churu ,Mewar and started off his carpet business with weavers from the scheduled caste ,regarded as untouchables. Today ,his company Udaipur Rugs is India's biggest exporter of hand-knitted carpets. The company connects woven products directly to global markets and employs a range of weavers ,including tribal women. The company has to dispatch a consignment to France in coming days ,but due to the announcement of Demonetisation of currency and subsequent shortage of valid currency ,the manager is unable to pay to the suppliers and workers.

The company does not have enough liquid cash to meet the working capital requirements. The company officials are unable to make the payments for packaging and transportation of consignment. Due to these issues their consignment gets

delayed and the importer cancels the order. Udaipur Rugs have to suffer a huge loss due to rejection of consignment.

On the basis of the given information about Udaipur Rugs ,answer the following questions—

(a) Identify the management function whose limitation is highlighted here.

(b) Explain the limitation of management function identified in part(a) (3)

Q-24. List and explain the different types of test used in selection process. (3)

Q-25. Explain any three points that highlight the importance of directing function of management.

OR

Explain any three points that highlight the features of directing function of management. (3)

Q-26. Texmaco Ltd. aims to manufacture and sell 1,500 locomotives in 2021. To achieve this target the production department ensures timely production and sales department takes all possible steps to generate maximum revenue. Due to combined efforts of all the departments ,Texmaco Ltd. can achieve its sales target.

On the basis of the given information about Texmaco Ltd. ,answer the following questions—

(a) Which importance of management is highlighted in above situation? Explain any two other significances of management.

(b) Which other aspect of management is necessary ,ensures achievement of sales target by Texmaco Ltd. (4)

Q-27. Explain any two dimensions of business environment. (4)

Q-28. Describe the relationship between delegation and decentralisation.

OR

Describe in brief various steps in organising process. (4)

Q-29. Describe in brief features and importance of planning. (5)

Q-30. Three friends Rajat ,Raman and Ansh after completing their MBA from a reputed business school at Mumbai ,were discussing about the types of organisation they would like to join. Rajat was very clear that he would like to take up a government job as it gives stability about the future income and work which will help him to work with greater zeal. It will also provide him pension when he will retire from his service.

Raman wanted to work in a company ,which has appropriate skill development plans for its employees and helps the employees to grow to higher levels in the organisation. In addition to this ,the company should also provide facilities like housing ,medical aid etc.

Ansh said that he would prefer to work in an organisation which has the culture of individual autonomy is considerate to employees and provides the employees with opportunity for personal growth and a meaningful work experience.

- (a) Identify the various financial and non-financial incentives discussed by the three friends in the above conversation.
- (b) Explain two other non-financial incentives which were not discussed by any one of them.

OR

Differentiate between autocratic ,participative and laissez faire leadership style. (5)

Q-31. Discuss the importance of controlling.

OR

What is controlling? Explain its features. (5)

Q-32. Explain the technique of 'functional foremanship' and the concept of 'mental revolution' as enunciated by Taylor.

OR

Write short note on—

- (a) Division of work
- (b) Order
- (c) Discipline (6)

Q-33. 'E-Solutions Ltd.' started its operations in the year 2000. At the time of its inception ,the company had only ten employees with two departments ,a Production department and an administration department. The products supplied and the services provided by the company started gaining popularity over the years. The management had faith in the abilities of the employees and thus they allowed them freedom of action. The management recognised that the decision-makers at different levels of the organisation need to be given more autonomy. They took a policy decision that there will be less control of superiors over subordinates. This increased the role of subordinates in the organisation and now they were in a position to take numerous as well as important decisions. As a result its business has diversified into many areas. Presently ,it has its operations throughout the country with seven

branches overseas. Its organisation structure has now changed into divisional structure and 10,000 people are working with the company.

(a) Identify the concept of management which helped the company to diversify into many areas and branches abroad.

(b) Explain five points of importance of the concept identified in (a) above.

(6)

Q-34. 'Entertainment India Ltd.' has been incorporated with the objective of entertaining people by organising festivals ,programmes and other similar events depicting the rich cultural heritage of the country. The company management has renowned personalities from the field of art ,literature and culture. They decided to give a platform to young budding musicians ,poets and artists. The company decided its organisational structure by grouping similar jobs together. Thereafter ,the heads of different departments were also appointed. Nisha ,one of the heads ,did an analysis of the number and type and qualification necessary for people to be appointed. The information generated in the process of writing the job description and the candidate profile was used to develop 'situation vacant' advertisement. This was published in print media and flashed in electronic media. This brought in a flood of response.

Explain the other steps which Nisha has to perform to complete the process being discussed above.

(6)