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**CLASS: XII Sec \_\_\_\_\_**

**Business Studies**

**MM. 40**

**St Name: \_\_\_\_\_**

**Examination Paper**

**Time: 90 Mins**

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**GENERAL INSTRUCTIONS:**

- 1) There are 12 questions in all. All questions are compulsory.
- 2) This question paper has three sections: Section A, Section B and Section C.
- 3) Section A contains 6 MCQ of 1 mark each.
- 4) Section B contains 4 short answer type questions of 2 marks each.
- 5) Section C contains 2 case studies type questions of 3 marks each.

**SECTION A**

1. What is the purpose of Time Study?

- (a) To eliminate unnecessary motions of workers
- (b) To estimate the amount of rest intervals
- (c) To determine the fair day work
- (d) To differentiate between efficient and inefficient workers

2. Which of the following is not a function of middle level management?

- (a) Analysing the business environment and its implications for survival of the firm
- (b) Interpreting the policies framed by the top management
- (c) Ensuring that their departments have necessary personnel
- (d) Motivating people in their departments to achieve the desired objective

3. Panchayats in our country have been given more powers to decide and spend funds granted to them by the government for the welfare of villages. Identify the principle of management highlighted in the statement.

- (a) Equity
- (b) Centralisation and Decentralisation
- (c) Authority and Responsibility
- (d) Esprit De Corps.

4. "Even after opening up of the Indian economy in 1991, foreign companies found it extremely difficult to cut through the bureaucratic red tape to get permits for doing business in India, which created a negative impact on business." Identify the dimension of the business environment which led to the creation of the negative impact on business.

- (a) Social environment
- (b) Technological environment
- (c) Political environment
- (d) Legal environment

5. Fashion House, a company with several branches all over the country, needs a team of designers. Similarly, another company Heavy Tools Ltd., requires mechanical engineers with knowledge of the latest technology to develop heavy machinery tools.

Identify the function of management that is needed to satisfy the need of the above companies.

- (a) Organising
- (b) Directing
- (c) Staffing
- (d) Controlling

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6. Read the following statements-Assertion (A) and Reason (R).

Assertion (A): According to Taylor, there should be an almost equal division of work and responsibilities between workers and management.

Reason (R): The principle of Harmony, not Discord says that there should be complete harmony between management and workers.

Choose one of the correct alternatives given below:

- (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.

**SECTION B**

7. Dheeraj is working as 'Operations Manager' in Tifco Ltd. Name the managerial level at which he is working. State any two functions he will perform as 'Operations Manager' in this company.

8. Identify the characteristic of management which states that the activities involved in managing an enterprise are common to all organisations whether economic, social or political. Also, state two other characteristics of management.

9. The production manager of Bharat Ltd. instructs a salesman to go slow in selling the products whereas, the marketing manager is insisting on fast selling to achieve the target.

Which principle of management is being violated in this case? State the consequences of violation of this principle.

10. What is meant by Business Environment? Name any two specific forces of business environment affecting business.

**SECTION C**

11. 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 and he wished to minimise employees turnover to maintain organisational efficiency. He informed all employees that he would ensure that all agreements were clear, fair and there was judicious application 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 the employees that the interests of the organisation should take priority over the interests of any one individual employee. Identify and briefly explain any three principles of management given by Fayol, which Rajat highlighted in his address to the employees.

12. Hema is one of the most successful managers of her company, "Kobe Ltd. She uses her creativity and initiative in handling challenging situations at work. The knowledge gained by her during her student days at a renowned management institute as well as through her observation and experience over the years is applied by

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Hema in a skillful manner in the context of the realities of a given situation. She often reads books and other literature in various fields of management to keep her knowledge updated.

(a) An aspect of the nature of management is being highlighted in the above description. Identify the aspect. (b) Explain any two features of the aspect identified in part-(a) in brief.