NAAHAR PUBLIC SCHOOL CBSE SENIOR SECONDARY
FULL REVISION -1

CLASS:XII. **DATE:03.12.2022**
SUBJECT: BUSINESS STUDIES. **DUR:3 HRS**
SUBJECT TEACHER: B.SUGANTHI. **MARKS:80**

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.

I.MULTIPLE CHOICE QUESTIONS: **20×1=20**

1. The function of staffing is performed by:
a)Top-level management b)Middle-level management
c) Operational level management d) at all the levels of management

2.Name the process of working with and through others effectively achieve organisational to objectives by efficiently using limited resources in a changing environment.
a)Management b)Organising c)Planning d. Controlling.

3.“In order to be successful, an organisation must change its goals according to the needs of the environment.” Which characteristic of management is highlighted in this statement?
a)Dynamic function. b.Group activity
c)Continuous process d. Goal-oriented processFunction

4. Identify the dimension of the characteristic of management-“it is multidimensional”, which specifies that the task of management is to make the strengths of human resources effective and their weaknesses irrelevant towards achieving the Organisation’s objectives.
a. Management of work b.Management of people
c. Management of operations d.Management of goals**.**

ASSERTION – REASONING QUESTION

5. Assertion (A): Study of business environment helps in improving performance.
Reason(R): Enterprise depends on the environment as a source of inputs or resources and as an outlet of outputs
(A) Both A and R are true and R is the correct explanation of A
(B) Both A and R are true and R is not the correct explanation of A
(C) A is true but R is false
(D) A is false but R is true

6.Assertion: Element of business are co-related or inter-related, a small change in one factor may lead to change in another factor which may have long term impact on business.
Reason: As different factors of business environment are inter-related, if there will be change in import and export policies automatically there will be change in economic environment.
(a) Both Assertion and reason are true and reason is correct explanation of assertion.
(b) Assertion and reason both are true but reason is not the correct explanation of assertion.
(c) Assertion is true, reason is false.
(d) Assertion is false, reason is true.

7 Assertion(A): Authority determines the superior subordinate relationship wherein the superior communicates his decision to the subordinate, expecting compliance from him and the subordinate executes the decision as per the guidelines of the superior.
Reason ®: Accountability is the obligation of a subordinate to properly perform the assigned duty
(A) Both Assertion and reason are true and reason is correct explanation of assertion.
(B) Assertion and reason both are true but reason is not the correct explanation of assertion.
(C) Assertion is true, reason is false.
(D) Assertion is false, reason is true.

8.Assertion (A): Management translates the work in terms of goals to be achieved and assigns the means to achieve it.
Reason ®: Management is a group activity.
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.

Case Study

Read the extract given below and answer the questions on the basis of the same:
Sonam is the Branch Manager of Mitushi Handicrafts Pvt. Ltd. The company's objective is to promote the sales of Indian handloom and handicraft products. It sells fabrics, furnishings, ready mades and household items are made out of traditional Indian fabrics. Sonam decides quantities, variety, colour and texture of all the above items and then allocates resources for their purchase from different suppliers. She appoints a team of designers and crafts people in the company, who developed some prints for bed covers in bright colour on silk. Although the products looked very attractive and impressive, they were relatively expensive on the front of affordability for an average customer. Sonam suggested that they should keep the silk bed covers for special festive occasions and offer the cotton bed covers on a regular basis to keep costs under control.

9. "She appoints a team of designers and crafts people in the company, who developed some prints for bed covers in bright colour on silk." Which function of management is highlighted in this context?
a. Controlling b. Staffing c. Planning d. Directing

10. In the above case "company's objective is to promote the sales of Indian handloom and handicraft products." The above line focus on which feature of management?
a. Management is an intangible force b. Management is a goal-oriented process
c. Management is pervasive in nature d. Management is a continuous process

11. With reference to the given case, at which level of management Sonam is working?
a. Lower level b. Top level c.Middle level d. Shop floor level

12. "Sonam suggested that they should keep the silk bed covers for special festive occasions and offer the cotton bed covers on a regular basis to keep costs under control." Which function of management is highlighted in this context?
a. Controlling b. Staffing c. Organising d. Planning

13."A manager in a conscious manner has to ensure that even where members of a department willingly cooperate, coordination gives direction to the willing spirit." The characteristic of coordination being highlighted above is:
a. coordination is the responsibility of all managers
b. coordination is a deliberate function
c. coordination integrates group efforts
d. coordination is a continuous process

14. Which technique of Taylor is the strongest motivatorfor a worker to reach standard performance?
a. Differential piece wage system b. Functional foremanship
c. Method study d. Standardization and simplification of work

15. Fayol's book was published in English as 'General and Industrial Management' in:
a. 1949 b. 1947 C. 1918 d. 1933

16.Assertion (A): Principles of management are general guidelines to action.
Reason (R): They have been developed through observations, experimentation and experience of management thinkers.
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.

17. Anchal Sharma completed her diploma in fashiondesigning from National Institute of Fashion Technology, Mumbai. Thus, she has plans to enterinto a venture for fashion designing. She has tocater to multiple issues like her target customers,distribution channels, pricing policy, etc. Which typeof plan does Anchal Sharma needs to develop toprovide direction and scope to her organisation inthe long run?
a. Programme d. Procedure C. Strategy d. Policy.

18. Planning requires logical and systematic thinking rather than guess work. The feature of planning being referred to in the above statement is:
a. planning is a continuous process. b. planning is futuristic
c. planning is pervasive d. planning is a mental exercise.

19. Sohan, owns a financial consultancy firm. He always explores new innovative ways of marketing his services as he strongly believes that just because a plan has worked before it is not necessary that it will work again. The limitation of planning that Sohan tries to overcome is :

a. planning does not guarantee success b. planning is a time-consuming process
c. planning leads to rigidity d. planning involves huge costs.

20. Mohit selected the brand name for his new product line after carefully assessing the various available alternatives. The feature of planning being highlighted in the given lines is:

a. planning involves decision-making b. planning is futuristic
c. planning is pervasive. d. planning is continuous.

II.ANSWER THE FOLLOWING: 4×3=12

21.Explain briefly three points of distinction between 'on-the-job training' method and off-the-job-Training' method.

22. Explain the aspects/components of staffing?

23. Give the meaning of essential elements of 'Delegation'?

(OR)

State any three features of planning?

24. 'Kirana Ltd. is a start-up with the idea of turning the local Kirana stores in Uttar Pradesh into 'Virtual Kirana stores. They have already transformed some 200 Kirana stores across three cities and aim for a rapid expansion across the other cities of Uttar Pradesh. They have the goal of digitizing over 50,000 such stores over the next 12 months.

(i) Identify which function of management is discussed above.

(ii) Identify the step under the function identified in point

(iii) that the start-up has already undertaken by quoting lines from the par months.

(iv) Also explain the last step to be performed by 'Kirana Ltd. as part of the process identified in point .

(OR)

What is the difference between effectiveness and efficiency?

III.ANSWER THE FOLLOWING: 6×4=24

25. Decentralisation is an optional policy. Explain why an organisation would choose to be decentralised?

(OR)

Court passed an order to ban polythene bags as:

(1) These bags create many environmental problems which affect the life of people.

Society at large is more concerned about the Quality of life.The government decided to give a subsidy to the jute industry in order to promote this Business.Innovative techniques are being developed to manufacture jute bags at low rates.

Identify the different dimensions of business environment from the above Particulars.

26. Gaurika has been appointed as the chief organiser of a weeklong cultural event. Being a staunch follower for scientific management, she decides to execute her work by putting into practice the various techniques of scientific management. On the basis of several observations, she is able to determine that the standard time taken by the security officer at the gate to check the credentials of each visitor is 30 seconds. So, she decides to employ two persons on this job for every function along with the other necessary support staff. She considers the fact that every day, the functions . will take place in three shifts of four hours each, therefore, it is important to give breaks to the support staff even in a single shift to take her/his lunch etc. Moreover, on introspection, she determines that the best way to distribute refreshment boxes to the visitors will be to hand it over to them at the exit gate as it would help to save time and eliminate any kind of confusion. In context of the above paragraph:

Identify and explain the various techniques of work study which have been put into practice by Gaurika.

(OR)

Explain the technique given by F.W. Taylor that brings 'Specialisation to the Shop Floor' and is an extension of 'Principle of Division of Work: Also explain how does it contradict one of the principles of management given by Fayol.

27. Explain any five features/characteristics of coordination?

28. Management is a complex activity that has three main dimensions. Explain these dimensions?

29. Explain briefly Remuneration of Employees' Scalar Chain'as principles of general management?

30. Explain any four characteristics of business environment?

IV.ANSWER THE FOLLOWING: 4×6=24

31.'Enjoyment 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 personalities from the field of art, literature and has

renowned culture. They decided to give a platform to young budding musicians, poets and artishim.The company decided its organisational structure by grouping similar jobs together. Thereafter, the heads of different departments were also appointed. Naveeka, one of the heads, did an analysis of the number, 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 'situations vacant' advertisement. This was published in print media and flashed in electronic media. This brought a flood of response.
Explain the other steps which Naveeka has to perform to complete the process being discussed above.

(OR)

Two years ago, Madhu completed her degree in food technology. She worked for sometime in a company that manufactured chutneys, pickles and murabbas. She was not happy in the company and decided to have her own organic food processing unit for the same. She set the objectives and the targets and formulated an action plan to achieve the same.One of her objectives was to earn 10% profit on the amount invested in the first year. It was decided that raw materials like fruits, vegetables, spices, etc. will be purchased on three months credit from farmers cultivating only organic crops.

She also decided to follow the steps required for marketing of the products through her own outlets. She appointed Mohan as the Production Manager who decided the exact manner in which the production activities were to be carried out. Mohan also prepared a statement showing the number of workers that will be required in the factory throughout the year. Madhu informed Mohan about her area wise sales target for different products for the forthcoming quarter. While working on the production table, a penalty of Rs 100 per day for not wearing caps, gloves and apron was announced.

Quoting lines from the above paragraph identify and explain the different types of plans discussed

32. Explain any six points highlighting the significance/Importance of principles of management.
Principles

(OR)

Hritik is desirous of setting up a small factory to manufacture different kinds of eco-friendly packaging materials. He proposes to adopt a logical approach to his business rather than hit and trial method as he knows that this can result in tremendous saving of human energy as well as wastage of time and materials. He plans to adopt paternalistic style of management in practice in order to avoid any kind of class-conflict that may emerge between him and the workers.
Moreover, he plans to seek the opinion of his workers before taking any important decisions and also offers incentives to them for providing valuable suggestions for the business. In context of the above paragraph:
Identify and explain the various principles of scientific management that Hritik plans to apply in his business.

33.A company manufactures garments. The managerwants to increase profit by buying new high speed machines, or increasing the sale price, orusing waste material in manufacturing stuffed toys. He decided that using waste material to increasethe profit is the best solution for him.
Identify the element of management process involved in the above situation.Mention the steps involved in the process of the above element from the question. What further steps should the manager take to complete the process of the element identified?

34. Explain importance of Organising ?