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Time : 1½ Hours

FIRST-TERM**BUSINESS STUDIES**

Subject Code

H	4	6	5	5
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Total No. of Questions : 40 (Printed Pages : 12)

Maximum Marks : 40

- INSTRUCTIONS :**
- (1) All questions are compulsory.
 - (2) This paper consists of 40 MCQ type questions.
 - (3) Every question has four choices A, B, C & D and only one of them is the correct answer.
 - (4) On the OMR sheet darken completely with a ball point PEN ONLY ONE bubble you consider as the most appropriate answer.
 - (5) Multiple markings are invalid.
 - (6) Use Blue or Black ball point pen only.
 - (7) Do not fold the OMR sheet or use white ink.
 - (8) For each question, you will be awarded ONE mark, if you have darkened only the bubble corresponding to the correct answer. In all other cases, you will get zero mark. There is no negative mark.
 - (9) Once the bubble is filled it is not possible to change the answer.
 - (10) Only one OMR sheet will be provided. Hence sufficient care must be taken while darkening the bubble.

1. The production manager of a firm tries to produce goods with minimum costs.
Name the concept which is being focussed by the management.
(A) Effectiveness
(B) Efficiency
(C) Staffing
(D) Planning.
2. Name the level of management which formulates overall goals and are responsible for the welfare and survival of the organisation.
(A) Top Management
(B) Middle Management
(C) Operational Management
(D) Scientific Management.
3. Increase in the number of employees, increase in the number of products, increase in capital investment are indicators of objective of management.
(A) Survival
(B) Growth
(C) Profit
(D) Social.
4. The process of getting things done with the aim of achieving goals effectively and efficiently is called
(A) Management
(B) Controlling
(C) Directing
(D) Organising.

5. A sales manager advised a management trainee working under him that mere knowledge is not enough to be a successful manager. It requires a lot of practice and creativity. Identify the nature of management applicable in the above case.
- (A) Management as Science
 - (B) Management as an Art
 - (C) Management as Profession
 - (D) Management as co-ordination.
6. Which of the following is a feature of Co-ordination ?
- (A) Based on experimentation
 - (B) Ethical code of conduct
 - (C) Responsibility of all managers
 - (D) Personalised application.
7. "The activities involved in managing an enterprise are common to all organisations whether economic, social or political." Which characteristic of management is highlighted in the given statement ?
- (A) Intangible force
 - (B) Goal oriented
 - (C) Group activity
 - (D) Pervasive.
8. Identify the social objective fulfilled by an organisation from the following statements :
- (A) Sufficient revenue is earned to cover costs.
 - (B) Providing competitive salaries and job security.
 - (C) Employment opportunity to disadvantaged sections of society.
 - (D) Increase in profit by 20%.

9. is also known as the 'Father of General Management'.
- (A) Frederick Winslow Taylor
 - (B) Henri Fayol
 - (C) Max Weber
 - (D) Abraham Maslow.
10. Gang plank is related with which principle of management ?
- (A) Unity of direction
 - (B) Functional foremanship
 - (C) Discipline
 - (D) Scalar chain
11. The principles of management can be modified according to the situation. Which of the following points best describes above statement ?
- (A) Contingent
 - (B) General Guidelines
 - (C) Universal Applicability
 - (D) Flexible.
12. The mechanics working in an automobile workshop are instructed to keep the tools in the assigned tool box so that they do not waste time searching for the same. Identify the principle of management that is being followed :
- (A) Equity
 - (B) Remuneration of employees
 - (C) Order
 - (D) Centralisation and Decentralisation.

13. Which technique of scientific management can be employed in an organisation to reward efficient worker and motivate inefficient worker to perform better ?
- (A) Differential Piece wage system
 - (B) Motion study
 - (C) Functional foremanship
 - (D) Standardisation and simplification of work.
14. Which of the following specialist works under planning incharge as per the functional foremanship technique ?
- (A) Disciplinarian
 - (B) Repair boss
 - (C) Gang boss
 - (D) Speed boss
15. Taylor insisted on scientific selection of individuals based on their abilities and providing training to enhance efficiency. Name the scientific management principle highlighted in the above case.
- (A) Science, not a 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.
16. Introduction of mobile phones have adversely affected the business of watches and cameras. Which dimension of business environment is related with the given case ?
- (A) Political
 - (B) Social
 - (C) Technological
 - (D) Legal.

17. The growing environmental concerns have changed the attitude of people in buying eco-friendly products.
- Identify the dimension of business environment applied in the above statement :
- (A) Economic
 - (B) Social
 - (C) Legal
 - (D) Political.
18. Removal of restrictions of Government control in the form of licensing, quota or permits from Indian businesses and industries is called
- (A) Liberalisation
 - (B) Privatisation
 - (C) Globalisation
 - (D) Market orientation.
19. Which of the following best explains impact of Government policy changes on business and industry ?
- (A) Lack of competition
 - (B) Product orientation
 - (C) Need for developing human resources
 - (D) Budgetary support to public sector.
20. refers to the positive external trends or changes that help a firm to improve its performance.
- (A) Threats
 - (B) Opportunities
 - (C) Disinvestment
 - (D) Instability.

21. "Business environment constantly changes due to technological improvements and shifts in consumer preferences." Which feature of business environment is highlighted in the above statement ?
- (A) Complexity
 - (B) Relativity
 - (C) Uncertainty
 - (D) Dynamic nature.
22. State the type of plan that does not allow any flexibility :
- (A) Method
 - (B) Strategy
 - (C) Rule
 - (D) Objective.
23. Select the first step in the process of planning :
- (A) Identifying alternative courses of action
 - (B) Implementing the plan
 - (C) Setting objective
 - (D) Selecting an alternative.
24. Which of the following highlights the importance of planning ?
- (A) Planning does not guarantee success
 - (B) Planning leads to rigidity.
 - (C) Planning reduces the risk of uncertainty
 - (D) Planning reduces creativity
25. Identify the feature of planning which makes it a forward looking function.
- (A) Planning is primary function of management
 - (B) Planning is futuristic
 - (C) Planning is a mental exercise
 - (D) Planning is pervasive.

26. Developing premises means
- (A) Giving guarantee about the success
 - (B) Assumptions made about future
 - (C) Monitoring of the plan
 - (D) Putting the plan into action.
27. refers to the number of subordinates that can be effectively managed by a superior.
- (A) Delegation
 - (B) Span of management
 - (C) Accountability
 - (D) Organising.
28. The process of grouping activities of similar nature is called
- (A) Organising
 - (B) Hierarchical structure
 - (C) Departmentalisation
 - (D) Division of work.
29. Which of the following is an advantage of divisional structure ?
- (A) It leads to occupational specialisation.
 - (B) It ensures that different functions get due attention.
 - (C) It increases operational efficiency.
 - (D) It facilitates expansion and growth of the organisation.
30. Which of the following is *not* an element of Delegation ?
- (A) Decentralisation
 - (B) Authority
 - (C) Responsibility
 - (D) Accountability.

31. Decentralisation refers to
- (A) Retention of decision making authority at the top level.
 - (B) Creating divisions as profit centers.
 - (C) Dispersal of decision making authority to the lower levels.
 - (D) Opening new centres or branches.
32. Select in *correct* order, the second and the third step in the process of organising.
- (A) Identification and division of work, departmentalisation.
 - (B) Assignment of duties, departmentalisation.
 - (C) Departmentalisation, Assignment of duties.
 - (D) Assignment of duties, establishing authority and reporting relationships.
33. Interaction among people at work gives rise to a network of social relationships among employees is called
- (A) Informal Organisation
 - (B) Formal Organisation
 - (C) Centralised Organisation
 - (D) Decentralised Organisation.
34. Sigma Ltd. maintains a link with a management training institution. They conducted an interview in the premises of the institution in order to appoint assistant sales manager. Identify the source of recruitment from the above case :
- (A) Casual callers
 - (B) Campus recruitment
 - (C) Labour contractors
 - (D) Recommendations of employees.

35. Which of the following sources of recruitment is run by the Government and is useful for recruiting unskilled and semiskilled operative jobs ?
- (A) Employment exchange
 - (B) Placement agencies
 - (C) Direct recruitment
 - (D) Web publishing.
36. Which of the following is an internal source of recruitment ?
- (A) Advertisement
 - (B) Recommendations of employees
 - (C) Promotion
 - (D) Management consultancy.
37. A reputed company intends to hire Electricians and A. C. technicians. Which selection test should be administered by the company ?
- (A) Interest test
 - (B) Trade test
 - (C) Personality test
 - (D) Aptitude test.
38. In the staffing process, which analysis helps to determine the number and type of human resources available in the organisation ?
- (A) Workforce
 - (B) Workload
 - (C) Preliminary screening
 - (D) Job offer.

39. Which of the following is a benefit of training ?
- (A) Training reduces labour turnover.
 - (B) Training increases labour absenteeism.
 - (C) Training reduces labour productivity.
 - (D) Training decreases employee satisfaction.
40. Which function of management helps in obtaining right people and putting them on the right jobs ?
- (A) Planning
 - (B) Staffing
 - (C) Directing
 - (D) Controlling.