

V.V.MTMS
R. M. Salgaocar Higher Secondary School
Margao-Goa
First Term Examination October 2024
Sub: Business Studies

STD: XII

Marks: 80

Date: 21/10/2024

Duration: 3 hr

Instructions:

1. Answer all questions.
2. Question paper contains 40 questions
3. Question No-1 and 20 which includes multiple choice and very short answer type question for one mark each.
4. Question No-21 to 26 are of 2 mark each and to be answered in 30 words.
5. Question No-27 to 34 are of 3 marks each and to be answered in 60 words.
6. Question No-35 to 40 are of 4 marks each and to be answered in 100 words.
7. There is no overall choice however; internal choice is provided in question No-27,32,34 and 40

Q. 1. The level of management that determines the overall organizational objectives and strategies is _____

- Middle Level
- Top Level
- Operational Level
- Supervisory Level

Q.2. Angel Limited provides medical facilities and regular health checkups to the local people staying around. Identify the objective of management being fulfilled in the above case.

- Profit Objective.
- Survival Objective.
- Social Objective.
- Organisational Objective.

Q.3. The principal of management which leads to specialization _____

- Equity
- Scalar Chain
- Authority and Responsibility
- Division of work.

Q.4. The study seeks to determine the frequency and duration of rest periods while completing a task _____

- Motion Study
- Method study
- Fatigue study
- Time study

Q.5 This Principle of Management which states that each group of activities having the same objective must have One Head and One Plan is called _____

- Unity of Direction
- Unity of command
- Scalar Chain
- Initiative.

Q.6 The principles of Management are significant because of _____

- Increase in efficiency
- Initiative
- Optimum utilisation of resources
- Adaptation to changing technology.

Q.7 "The principles of management are intended to be applied for all types and sizes of the organization, Which feature is highlighted from the above statement.

- General Guidelines.
- Flexible
- Universally applicable
- Mainly behavioural

Q.8. This foreman keeps machines, materials, tools etc. ready for operations by different workers. Whose work is described by this sentence under functional foremanship?

- Instruction Card Clerk
- Repair Boss.
- Gang Boss
- Route clerk.

Q.9 Analysing the changes in business environment explains which feature of Business environment. _____

- Complex
- Static
- Dynamic
- Diverse.

Q.10 A network of social relationship that arises spontaneously due to interaction at work is called _____

- Formal Organisation.
- Informal Organisation
- Decentralisation.
- Delegation.

Q.11 Name the element of Delegation in which subordinate is obliged to perform the task assigned by his /her superior.

Q.12.Name the process of staffing which scrutinizes applications to shortlist the candidates for personal interview.

Q.13.Name the component of staffing which ensures growth and development of people working in the organization.

14.Name the external source of Recruitment where candidates are selected from Educational or Professional Institutes.

15. Name the method of Internal Source of Recruitment in which shifting of an employee from one job to another without a change in his responsibilities and salary.

16.Name the method of training in which actual work environment is created in a classroom and employees use the same materials ,files and equipment that are required to be used by them in their day to day working.

17. Name the Incentive of motivation which satisfies the psychological, social or emotional needs of employees.

18. Subordinates of Ms. Tina are very happy to take up new challenges because they know Tina is there to help them with positive support in times of crisis. Identify the type of leadership.

19. Name the process of stimulating people to action to accomplish desired goals.

20. What is meant by Informal Communication?

21. State any four Importance of Business Environment.

22. Explain any two features of Planning.

23. Explain any two elements of Delegation of Authority.

24.State any Four advantages of Functional Structure.

25. Why staffing is considered as a part of Human Resource Management.
(Any-2 points)

26. Explain any two features of controlling.

27. What is meant by "Management as an Art"? Explain with the help of any two features.

OR

What is meant by "Management as a Science"? Explain with the help of any two features.

28. "Co-ordination is needed at all levels of management and it is the responsibility of all Managers" In view of the above statement explain any three features of co-ordination.

29. Explain and Identify the Dimensions of Business Environment.

1. Rise in Disposable income of people due to increase in the Gross Domestic Product of a country.
2. Several Initiatives have been undertaken by the Government of India to encourage Domestic manufacturing and export of defence Equipments.
3. The court passed an order to ban polythene bags as these bags are creating many environmental problems which affect the life of people in general.

30. Explain any three limitations of planning.

31. Explain and Identify the type of Plan mentioned in the following situations.

1. If any employee working in SIVA Company limited comes one hour late to office three times a month, his/her one day salary is deducted.
2. Employees of PENS Company Limited, eligible for promotion have to appear for internal written test and an interview.
3. Meditubes Medical Aids has set a target of 20% growth in sales volume for the next financial Year.

32. "HR Manager of Smart Care Company is planning to conduct written test to select the most suitable candidates for the final interview". Identify and explain the type of test in the following.

1. This test is conducted to determine the skills possessed by the potential candidates.
2. This test is conducted to check the ability of a potential employee to adjust in new environment.
3. This test is conducted to check the IQ level of a potential employee.

OR

32. Global Enterprises made the following Recruitment decisions. Name and briefly explain the three sources of recruitment used by the enterprise.

1. The company published some of the vacancies in the leading newspapers.
2. Company maintain database of applications received over a period of time.
3. Company may fill vacancies with people recommended or introduced by present employees, their friends or relatives.

33. Explain any three importance of Directing.

34. "The barriers to effective communication exist in all organizations. With reference to this statement Explain any three measures that can be taken in order to make communication more effective.

OR

34. "Communication serves as the medium for the smooth operations of the management." In view of this statement explain any three Psychological Barriers to Communication.

35. "Presence of management results in efficient accomplishment of selected aims" Elaborate by highlighting the features of management. (four points)

36. Explain the Following Fayol's principles of Management.

1. Discipline
2. Esprit De Corps
3. Principle of Equity
4. Centralisation and Decentralisation.

37. What is De-monitization. Explain with its three features.

38. Mr. Elton Pinto, a well known jewellery designer intends to expand his business by diversifying into party bags, stylish footwear etc..Which type of Organisational Structure should he adopt? Explain any three merits of Organisational Structure.

39. Explain and Identify the Maslow's Hierarchy of needs highlighted in the following cases.

1. Soham is looking for a job where he can earn at least Rs. 80000/- to make his living going.
2. Maya principal of Public school hosts Diwali dinner at her place every year. She invites all employees including the support staff for the dinner.
3. Mr.Kapoor was promoted to the post of Senior HR Manager to recognise his efforts in the past.
4. Employees of Green Energy limited are happy and satisfied, they are loyal to the organization and feel secure.

40. Explain how controlling is important for effective management.

OR

40. "Controlling is an important function of Management" In view of this statement Explain in brief the steps involved in the process of controlling.
