

B. K. BIRLA CENTRE FOR EDUCATION, PUNE
(SENIOR SECONDARY CO-ED DAY CUM RESIDENTIAL SCHOOL, AFFILIATED TO CBSE NEW DELHI)



MID TERM EXAMINATION, 2023-24
SUBJECT: BUSINESS STUDIES

Time Allowed: Three Hours
Max. Marks: 80

CLASS XII – COMMERCE

Date: 09 October 2023 (Monday)

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.**

1. Which is not a separate function of management out of the following? **(1)**
A Planning B Staffing
C Cooperating D Controlling

2. Which is not organisational/economic objective of management out of the following? **(1)**
A Providing employment B Survival of the organisation
C Growth of the organisation D Earning Profits

3. Policy formulation is the function of: **(1)**
A Top level managers B Middle level managers
C Operational managers D All of the above

4. How are principles of management formed? **(1)**
A By propagation of social scientists B By experiences of customers
C By experiences of managers D In a laboratory

5. The principles of management are significant because of: **(1)**
A All of these B Scientific decisions
C Meeting changing environment requirements
D Optimum utilisation of resources and effective administration

6. Which of the following best indicates the importance of business environment? **(1)**
A Improvement in performance B All of these
C Coping with rapid changes D Identification

7. Which of the following is an example of social environment? **(1)**
A The Constitution of the country B Composition of family
C Consumer Protection Act D Money supply in the economy

8. "No Smoking in the factory." comes under..... **(1)**
A Rule B Method
C Strategy D Policy

9. "Planning leads to rigidity" is a: (1)
A Method of Planning B Limitation of planning
C Characteristics of planning D Importance of Planning
10. Which of the following is not an element of delegation? (1)
A Responsibility B Informal organization
C Accountability D Authority
11. A network of social relationship that arises spontaneously due to interaction at work is called: (1)
A Delegation B Formal organisation
C Informal organisation D Decentralisation
12. Which of the following does not follow the scalar chain? (1)
A Divisional structure B Formal organisation
C Informal Organisation D Functional structure
13. Under which method of training, employees are shifted from one job position to another: (1)
A Promotion B Training
C Transfer D Job Rotation
14. Which method of training is concerned with familiarize the new employee to the organization? (1)
A Coaching B Apprenticeship training
C Induction training D Job rotation
15. Which test is helpful in assessing the individual's capacity for learning new skills? (1)
A Aptitude Test B Trade Test
C Intelligence Test D Personality Test
16. Which one of the following is not an element of direction? (1)
A Supervision B Motivation
C Communication D Delegation
17. Which of the following is a financial incentive? (1)
A Promotion B Stock Incentive
C Job Security D Employee Participation
18. Grapevine is (1)
A Informal communication B Barrier to communication
C Formal communication D Lateral communication
19. Controlling function of an organisation is (1)
A None of the above B Forward looking
C Forward as well as backward looking D Backward looking
20. What is the first step in controlling process? (1)
A Comparing actual performance with standards B Setting performance standards
C Measurement of actual performance D Analysing deviations

21. 'Management is multi-dimensional'. Explain? **(3)**
22. Identify and state the type of organization structure that should be followed by the company in each case:
- a. Vrinda Ltd. grows, so it needs to add more employees, create new departments and introduce new levels of management for its new product.
 - b. Shreya Ltd. is a large organization having diversified activities and operations requires a high degree of specialization. **(3)**
23. Name the methods of recruitment in the following cases:
- a. A company gets applications on and off even without declaring any vacancy. However, as and when the vacancy arises, the company makes use of such applications.
 - b. Casual vacancies of unskilled or semi-skilled jobs when there is a rush of order or when some permanent workers are absent.
 - c. Recruitment by which most of the senior positions of the industry as well as commerce are filled. **(3)**
24. Amit and Mikki are working in the same organization but in different departments. One day at lunch time Mikki informed Amit that due to computerization some people are going to be retrenched from the organization. Name which type of communication is this. State any two limitations of this type of communication. **(3)**
25. Enumerate four importance of management. **(4)**
26. Which technique of Taylor suggests that each worker should be supervised by specialists? Give the designations of any four specialists suggested by him. **(4)**
27. Explain the 'Principle of Scalar Chain' with an example. **(4)**
28. Explain any four limitations of Planning? **(4)**
29. Briefly explain any four types of plan with examples **(4)**
30. 'A.S. Ltd.' is a large company engaged in assembly of air-conditioners. Recently the company had conducted the 'Time' and 'Motion' study and concluded that on an average a worker can assemble ten air-conditioners in a day. The target volume of the company in a day is assembling of 1,000 units of air-conditioners. The company is providing attractive allowances to reduce labour turnover and absenteeism. All the workers are happy. Even then the assembly of air-conditioners per day is 800 units only. To find out the reason the company compared actual performance of each worker and observed through C.C.T.V. that some of the workers were busy in gossiping.
- a. Identify the function of management discussed above.
 - b. State those steps in the process of the function identified which are discussed in the above paragraph. **(4)**
31. What do you mean by business environment? Explain key components of business environment. **(6)**
32. Briefly explain elements of delegation **(6)**

33. Ms. Neeta recently completed her Post-Graduate Diploma in Human Resource Management. A few months from now a large steel manufacturing company appointed her as its Human Resource Manager. As of now, the company employs 800 persons and has an expansion plan in hand which may require another 200 persons for various types of additional requirements. Ms. Neeta has been given complete charge of the company's Human Resource Department.

(a) State any two functions she must be performing.

(b) What problems do you foresee in her job? What steps is she going to take to perform her job efficiently?

(6)

34. Explain *Maslow's Need Hierarchy Theory of Motivation*

(6)

******* BEST OF LUCK *******

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