

CLASS XII	INDIAN SCHOOL MUSCAT FIRST PERIODIC ASSESSMENT	BUSINESS STUDIES
	SET - C	
QP.NO.	VALUE POINTS	SPLIT UP MARKS
1.	Process highlighted in the statement is 'Management'. Scientific Management means knowing exactly what you want men to do and seeing that they do it in the best and cheapest way.	1
2.	Process highlighted in the statement is 'Management'.	1
3.	Lower Level of Management. (a) Acts a link between middle level management and workers (b) Supervision of workers (Explain) OR No, Management is not an exact science. (i) Since management deals with human beings and human behaviour, the outcomes of these experiments are not capable of being accurately predicted or replicated. Therefore, management can be called an inexact science. (ii) Since the principles of management are not as exact as the principles of science, their application and use is not universal. They have to be modified according to a given situation.	3
4.	Basis of differences between Taylor and Fayol: Perspective, Unity of Command, Applicability, Basis of Formation. OR Principles of Scientific Management. (a) Science not Rule of Thumb: Taylor pioneered the introduction of the method of scientific inquiry into the domain of management practice. Taylor believed that there was only one best method to maximise efficiency. (b) Harmony, not Discord: Factory system of production implied that managers served as a link between the owners and the workers. Since as managers they had the mandate to 'get work done' from the workers. He emphasised that there should be complete harmony between the management and workers. (c) Cooperation, Not Individualism: There should be complete cooperation between the labour and the management instead of individualism. For this, management should not close its ears to any constructive suggestions made by the employees. They should be rewarded for their suggestions which results in substantial reduction in costs. They should be part of management and, if any important decisions are taken, workers should be taken into confidence. (d) Development of Each and Every Person to His or Her Greatest Efficiency and Prosperity: Scientific management also stood for worker development. Worker training was essential also to learn the 'best method' developed as a consequence of the scientific approach.	4
5.	Fayol- Remuneration of employees and Initiative Taylor- Harmony, not Discord and Cooperation and not Individualism (Explain)	5
6.	(a) Coordination (b) Features of Coordination (i) Integrates group efforts (ii) Unity of Efforts (iii) Continuous Process (c) Management as a group activity (Explain)	6