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Code Number **A**



INDIAN SCHOOL MUSCAT SECOND PERIODIC TEST



BUSINESS STUDIES

CLASS: XII

Sub. Code: 054

Time Allotted: 50min

23.09.2018

Max. Marks: 20

General Instructions:

1. All questions are compulsory.
2. Marks are indicated against each question.
3. Answers to questions carrying 1 mark may be one word to one sentence.
4. Answers to questions carrying 3 marks may be from 50 to 75 words.
5. Answers to questions carrying 4-5 marks may be 150 words.
6. Answers to questions carrying 6 marks may be in 200 words.

Q. No	Questions	Marks
1	Name the type of 'Organisational Structure' which promotes efficiency in utilisation of manpower.	1
2	What does the term 'Span of management' refer to?	1
3	Define 'Staffing' as a function of management and state its any two importance.	3
4	The workers of 'Gargya Ltd.' are unable to work on new computerized machines imported by the company to fulfill the increased demand. Therefore, the workers are seeking extra guidance from the supervisor and the supervisor is overburdened with the frequent calls of workers. Suggest how the supervisor, by increasing the skills and knowledge of workers, can make them handle their work independently. Also state any three benefits that the workers will derive by the decision of the supervisor.	4
5	Interaction among people at work gives rise to a network of social relationships among employees. This relationship emerges when people interact beyond their officially defined roles. When people have frequent contacts they cannot be forced into a rigid formal structure. Rather, based on their interaction and friendship they tend to form groups which	5

show conformity in terms of interest.

Name the form of relationships mentioned in the above lines and state its any four characteristics.

- 6 Smita had been working as an assistant manager with 'Johnson Enterprises' for the last ten years. She was very popular among her colleagues because of her commitment and dedication towards the work. When the manager senior to her retired, all her colleagues thought that now Smita would be promoted. But to everyone's surprise the vacant post was filled by an outsider, Mrs. Rita. Smita felt demoralized and her performance started declining. She would abstain herself often and could not meet her targets. Mrs. Rita was a good leader, who would not only instruct her subordinates but would also guide and inspire them. She noticed Smita's behaviour and felt that her performance could be improved. She started involving Smita in decision making-issues related to the organization and made her a part of high level joint-management committee. Smita was now punctual in the office and her performance started improving. 6
- (i) Identify the function of Management being performed by Rita.
- (ii) Name the element of the above function of management which helped Rita to improve Smita's behaviour.
- (iii) State the features of the element identified in (ii) above.

End of the Question Paper