

INDIAN SCHOOL MUSCAT
CLASS: 12
HALF YEARLY EXAMINATION
Subject : BUSINESS STUDIES
SET - B

QP.NO.	VALUE POINTS	SPLIT UP MARKS
1.	OPTION D	1
2.	Co operation , not individualism	1
3.	Co ordination	1
4.	Option D	1
5.	True, Because everyone work for common objective	1
6.	Option C	1
7.	Option C	1
8.	political	1
9.	True . because business environment helps to provide all kinds of resources	1
10.	The process of taking liberal attitude by removing existing rigidities.	1
11.	Option A	1
12.	The plan can be used again for various purpose.	1
13.	Increase in population	1
14.	curse	1
15.	Induction training	1
16.	Option A	1
17.	supervisors	1
18.	Option B	1
19.	It is the process of converting messages into communication symbols and words.	1
20.	Motivation	1
21.	They are general guidelines to action and decision making however they do not provide readymade solutions as the business environment is ever changing or dynamic. However it is important in the sense that small guidelines helps to solve a given problem Or Their applicability depends upon the prevailing situation at a particular point of time. According to Taylor, "Management principles are 'capsules' of selected management wisdom to be used carefully and discretely" The application of principles has to be changed as per requirements.	3
22.	Middle level Any two functions.	3
23.	As the organization grow in size ,the number of employees also increases and to ingrate their efforts co ordination is required. Coordination is never established by itself rather it is a conscious effort on the part of every manager. Cooperation is voluntary effort of employees to help one another. Effective coordination cannot be achieved without cooperation of group members	3

24.	<p>Procedure: Procedures are those plans which determine the sequential steps to carry out some work/activity. They indicate which work is to be done in which sequence/way. They help in the performance of work. Procedures are guides to action. Example: Process adopted in the Selection of Employees.</p> <p>Methods are standardized ways or manners in which a particular task has to be performed. There may be many ways/method of completing a task but that method/way must be selected by which work can be done early at the minimum possible cost. Methods are flexible. Example, various methods of training are adopted by an organization to train its employees like apprenticeship training, vestibule training etc.</p>	3
25.	<p>External source of recruitment.</p> <p>Merits:</p> <ol style="list-style-type: none"> 1. Fresh talent 2. Wider choice (any other merits) 	3
26.	<ol style="list-style-type: none"> a) Planning is function and it is futuristic or any other feature b) Limitations <ol style="list-style-type: none"> 1. It does not guarantee success 2. It is not applicable in dynamic environment 3. It is rigid (any other 3 limitations) <p style="text-align: center;">Or</p> <ol style="list-style-type: none"> a) Planning <p>Dynamic , futuristic , mental exercise or any other features with explanation</p>	4
27.	<p>M E is often referred to as control by exception .Only significant deviation brought to the notice of management. Controlling based on the assumption that controlling everything brings controlling nothing.</p> <p>CPC is the controlling focuses on KRAs. If anything goes wrong KRA the entire organization suffers.It brings economical way of controlling.</p>	4
28.	<ol style="list-style-type: none"> a) Business Environment and its feature are general and specific , dynamic , totality of external forces etc b) Importance <ol style="list-style-type: none"> 1.It helps to identify threats and opportunities 2. It helps to cope with changes 3. it helps in tapping useful resources 4. It helps in improving performance 5. assisting in planning and formulation of policy 	4
29.	<p>A divisional structure is an organisational design that groups similar or related jobs together on the basis of functions. Different products manufactured in the organisation. Structure comprise of separate business units or divisions.</p> <p>Each department has a divisional manager responsible for the profit or loss of his division.</p>	5

	<p>Each division is multi-functional because within each division functions like production, marketing, finance, purchase etc., are performed together to achieve a common goal.</p> <p style="text-align: center;">Or</p> <p>It seeks to develop initiative in the subordinates by promoting self-reliance and confidence amongst them and also helps to identify those executives who have the necessary potential to become dynamic leaders.</p> <p>It provides relief to top management as the subordinates are allowed to operate independently within their area of jurisdiction. Consequently, the need for direct supervision is reduced.</p> <p>It facilitates quick decision making as the employees are allowed to act independently within their area of jurisdiction without consulting others.</p>	
30.	<p>Motion Study: It is the science of eliminating wastefulness resulting from using unnecessary, ill-directed and inefficient motions by workers and machines to identify best method of work.</p> <p>Time study: It determines the standard time taken to perform a well-defined job. The objective of time study is to determine the number of workers to be employed, frame suitable incentive schemes & determine labour costs.</p>	5
31.	<p>Basic Physiological Needs refer to the needs that are most basic in the hierarchy like hunger, thirst, shelter etc. which can be fulfilled by basic salary.</p> <p>Safety/Security Needs refer to the needs to get security and protection from physical and emotional harm which can be fulfilled through job security, stability of income, pension plans etc.</p> <p>Affiliation/Belonging Needs refer to the needs that relate to affection, sense of belongingness, acceptance and friendship which can be fulfilled through team work, kindness etc.</p> <p>Esteem Needs include factors such as self-respect, autonomy status, recognition and attention which can be fulfilled by giving praise and recognition, offering promotions etc.</p> <p>Self-Actualisation Needs refer to the drive to become what one is capable of becoming which can be fulfilled by providing challenging work and giving them flexibility and autonomy in their jobs</p> <p style="text-align: center;">Or</p> <p>Communication is a process of exchange ideas , views etc</p> <p>Premature evaluation</p> <p>Lack of attention</p> <p>Loss by transmission and poor retention</p> <p>Distrust (with explanation)</p>	5
32.	<ol style="list-style-type: none"> 1. Assignment of duties according the qualities and skill 2. Departmentalization and establishing reporting relationship 	

	<p>Departmentalization involves grouping of similar activities into departments, units, sections etc. using several criteria as a basis to facilitate specialization.</p> <p>Assignment of duties is done to the members as per their job positions. Once departments have been created, each of them is placed under the charge of an individual.</p> <p>Establishing reporting relationships While assigning jobs, each member is told that from whom he/she has to take orders and to whom he/she will be accountable. The establishment of such clear reporting relationships help to create a well defined hierarchical structure</p> <p>3.Organising offers benefits of specialisation as it leads to a systematic allocation of jobs amongst the workforce as the specific employees are assigned specific job on a regular basis. It brings clarity in working relationships by establishing a hierarchical order thereby enabling the fixation of responsibility and specification of the extent of authority to be exercised by an individual.</p>	
33.	<p>Estimating the manpower requirements on the basis of workload analysis and workforce analysis.</p> <p>Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organisation.</p> <p>Selection is the process of choosing from among the pool of the prospective job candidates developed at the stage of recruitment.</p> <p>Placement and Orientation is done by giving the charge of the post to the employee for which he has been selected. It also includes introducing him to the other employees and familiarising him with the rules and policies of the organisation.</p> <p>Training and development is done in order to ensure continuous learning of their employees so that they contribute effectively and efficiently towards the realisation of the organisational goals. Training is given to make a person job fit whereas development seeks to increase their potential for higher level jobs.</p> <p>Performance appraisal is undertaken to evaluate the worth of an employee to the organisation.</p> <p>Promotion and career planning are an integral part of people's career and enhance their job satisfaction.</p> <p>Compensation refers to all forms of pay or rewards going to employees.</p> <p style="text-align: center;">Or</p> <p>Benefits of Training to the Organization</p> <ul style="list-style-type: none"> • Training imparts systematic learning to employees thereby helping to avoid wastage of efforts and money and is considered better than the hit and trial method. • It increases the employees' productivity both in terms of quantity and quality, leading to higher profits. • Training increases the morale of the employees and reduces absenteeism and employee turnover. • It helps in obtaining effective response to fast changing environment – technological and economic. 	6

