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| Roll Number | | |
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SET

A



INDIAN SCHOOL MUSCAT
HALF YEARLY EXAMINATION
BUSINESS STUDIES (054)

CLASS: XII

20.09.2022

Time Allotted: 03 Hrs.

Max. Marks: 80

GENERAL INSTRUCTIONS

1. This question paper contains five sections: A, B, C, D, E
2. Section A contains questions 1 to 20 carrying one mark each.
3. Section B contains questions 21 to 25 carrying three marks each. Answers to these questions may be from 50-70 words.
4. Section C contains questions 26 to 28 carrying four marks each. Answers to these questions may be of about 120 words.
5. Section D contains questions 29 to 31 carrying five marks each. Answers to these questions may be given in about 150 words.
6. Section E contains questions 32 to 34 carrying six marks each. Answers to these questions may be given in about 200 words.
7. There is no overall choice in question paper, however an internal choice has been provided in one question of 3 marks, one question of 4 marks two questions of 5 marks and two questions of 6 marks. You have to attempt only one of the choices in such questions.

Section A

- 1 Identify the feature of co-ordination being highlighted in the given statement. "Coordination is not a one-time function, it begins at the planning stage and continues till controlling." 1
 - (a) Coordination ensures unity of action
 - (b) Coordination is an all pervasive function
 - (c) Coordination is a continuous process
 - (d) Coordination is a deliberate function
- 2 The violation of which principle of management results in 'disorderly flow of information'? 1
 - (a) Scalar Chain
 - (b) Unity of Command
 - (c) Authority and Responsibility
 - (d) Stability of Personnel
- 3 In Functional Foremanship the Route Clerk works under the _____ authority. Fill in the blank. 1
- 4 State the meaning of 'Mental Revolution' in one sentence. 1
- 5 The Unity of Command determines the Unity of Action and coordination. State True or False. 1
- 6 "In case the debts are not paid within a month interest at a definite rate will be levied." To what element of planning does this saying point out? 1
 - (a) Policy
 - (b) Rule
 - (c) Procedure
 - (d) Budget

- 7 What is the first step in the process of Planning? 1
- 8 The number of candidates under a superior is called: 1
 (a) Office Environment (b) Strict Control
 (c) Span of Management (d) Scalar Chain
- 9 Which organization structure is designed by the management to accomplish a particular task? 1
- 10 Race Tech Ltd. is one of the top IT companies in India. The company does mass recruitment each year from different colleges offering fresher level job to the final year students. This helps in recruiting the brightest and the best available talent in the educational institutions. Identify the source of external recruitment adopted by the company. 1
- 11 The test deigned to measure the learning capacity of the candidate is known as _____ Test. 1
- 12 What is the first step in the process of 'Selection'? 1
 (a) Selection Tests (b) Job Offer
 (c) Preliminary Screening (d) Selection Decision
- 13 Define Staffing. 1
- 14 What type of barrier to communication takes place when a symbol or word of the message has more than one meaning? 1
- 15 Which of the following is a Personal Communication Barrier? 1
 (a) Fear of challenge to authority (b) Organisational Policies
 (c) Unc clarified Assumptions (d) Premature Evaluation
- 16 Name the Leadership Style that has the specialty of centralized authority? 1
- 17 The process of communication gets completed only when the receiver understands the message. State True or False. 1
- 18 Increasing the motivational level is a type of _____ standard. (Fill in the blank) 1
- 19 When does the measurement of actual performance become meaningful? 1
 (a) When standards have been set
 (b) When standards have not been set
 (c) When the standards are more than the needs
 (d) When the standards are less than the needs
- 20 Which function of Management takes steps to bring actual results and desired results closer together? 1

Section B

- 21 Explain the following two Fayol's Principles of Management important to businesses. 3
 (a) Order
 (b) Initiative

OR

Discuss in brief the following techniques of Scientific Management.

- (a) Method Study
 (b) Time Study

- 22 A recent rate cut in the interest on loans announced by the Banks encouraged Amit, a science student of Progressive School to take a loan from State Bank of India to experiment and develop cars to be powered by fuel produced from garbage. He developed such a car and exhibited it in Science Fair organised by Directorate of Education. He was awarded first prize for his invention. Identify and explain the dimensions of environment discussed in the above case. 3
- 23 Discuss three major benefits of Planning. 3
- 24 Explain the following methods of Training: 3
- (a) Apprenticeship Programme
 - (b) (b) Computer Modelling
- 25 Priyank works as a banquet manager in a hotel. He feels highly motivated at his job because the work that is assigned to him frequently involves variety of challenges. He is given more autonomy and responsibility and provided with ample opportunities for personal growth and a meaningful work experience. 3
- In context of the above case:
- (a) Define the term 'Motivation'.
 - (b) What are the measures used to motivate the employees to improve performance known as? Give its classification.
 - (c) Identify the type of non-financial incentive being offered to Priyank.

Section C

- 26 Eco-friendly products are gaining power as the consumers' awareness about environmental issues has increased over the years and they are conscious about choosing products that do not have adverse effects on the environment. They are now more conscious about the carbon emission and climate change effects, and want themselves to be 'seen' as a green advocate among their peers. In such a scenario, it has become a challenge for the companies as they have to not only meet the needs of the consumers but also ensure that their products are safe and environment friendly. As a result, there is growing need for better and advanced technologies to works as a catalyst in this regard. 4
- (i) Identify the relevant feature of business environment being discussed above.
 - (ii) Describe briefly any three points which highlight the importance of business environment and its understanding by managers.
- 27 After completing a course in Travel and Toursim, Vaibhav started his own travel agency. In order to ensure smooth functioning of his business, he decided to create fourteen job positions divided into four departments on the basis of functions namely front office department, including online query, reservation department, accommodation booking department. In order to avoid conflicts, he clearly assigned the line of authority and area of responsibilities for each job position. 4
- (i) Which function of management is being described in the above lines?
 - (ii) Identify the framework created by Vaibhav within which all managerial and operating tasks are to be performed in the organisation.
 - (iii) Name the type of framework created by Vaibhav and give two advantages of that framework.
- 28 Kapil and Kamal and Company is a large manufacturing unit. Recently the company had conducted time and motion studies and concluded that on an average, a worker could produce 300 units per day. However, it has been noticed that the average daily production of a worker is in the range of 200-225 units. 4

Name and explain the function of management and identify the steps in the process of this function which helped in finding out that the actual production of the worker is less than the set target.

OR

Discuss in detail 'Critical Point Control' and 'Management by Exception' with the help of appropriate examples.

Section D

- 29 Real Alliance Ltd. is a well-known cement company in India. It is able to earn adequate revenues to cover costs. Its capital base, number of employees and production turnover has increased manifolds over the years. The rate of profitability of the business is also creditable. The employees of the company are happy and satisfied with their remuneration, working conditions, promotion policy etc. As a part of its moral obligation, the company has taken many initiatives for providing employment to especially abled persons and promoting literacy in the villages adopted by it. In the context of the above case: 5

Identify and explain the various types of objectives of management being fulfilled by Real Alliance Ltd by quoting lines from the paragraph.

OR

Arundhati has been promoted to the post of Marketing Division Head of a soft drink company. Identify the level of management at which she will be working henceforth. State any four functions that she will have to perform at this level.

- 30 An Auto Company, Win Ltd is facing a problem of declining market share due to increased competition from other new and existing players in the market. Its competitors are introducing lower priced models for mass consumers who are price sensitive. The Board of Directors of the Company announced a meeting to discuss the decisions regarding pricing and launching a new range of models, in order to increase the market share of the company. Attending the meeting was not a discretion for the directors and a penalty was announced for not attending the meeting. The following decisions were taken in the meeting: 5
- (i) To define the desired future position of the company, as acquiring a dominant position in the market by increasing the market share to 10% in 1 year.
 - (ii) To change the criteria for choosing vendors for procuring supplies;
 - (iii) To invest in development of the human resources of the organisation by providing training to higher levels by holding seminars and providing on the job training for the supervisory management.

What are standing plans and single use plans? Briefly explain the plans discussed above, which can be classified as standing plans, by quoting the lines.

- 31 Identify the function of management which refers to the process of instructing, guiding, counselling, motivating and leading people in the organization to achieve objectives. 5
- Explain the importance of this function of management.

OR

'The barriers to effective communication exist on all organisations to a greater or lesser degree.' State any five measures to overcome these barriers.

Section E

- 32 Explain four points that summarise the nature of Principles of Management. 6
- 33 With the help of any four points explain the importance of 'Decentralisation' in an organization. 6

OR

Explain, with the help of any four points, the importance of 'Delegation' in an organization.

34 Ashish, the Marketing Head, Raman, the Assistant Manager and Jyoti, the Human Resource Manager of 'Senor Enterprises Ltd.' decided to leave the company. The Chief Executive Officer of the company called Jyoti the Human Resource Manager and requested her to fill up the vacancies before leaving the organisation. Informing that her subordinate Miss Alka Pandit was very competent and trustworthy, Jyoti suggested that if she could be moved up in the hierarchy, she would do the needful. The Chief Executive Officer agreed for the same. Miss Alka Pandit contacted 'Keith Recruiters', who advertised for the post of marketing head for 'Senor Enterprises Ltd'. They were able to recruit a suitable candidate for the company. Raman's vacancy was filled up by screening the database of unsolicited applications lying in the office.

- (i) Name the internal/external sources of recruitment used by 'Senor Enterprises Ltd.' to fill up the above stated vacancies.
- (ii) Also state any two merit of each of the above identified source of recruitment.

OR

Discuss the first six steps in the Staffing Process.

End of the Question Paper

8/19
Roll Number

SET

B



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7. There is no overall choice in question paper, however an internal choice has been provided in one question of 3 marks, one question of 4 marks two questions of 5 marks and two questions of 6 marks. You have to attempt only one of the choices in such questions.

Section A

- 1 In Functional Foremanship the Route Clerk works under the _____ authority. Fill in the blank. 1
- 2 Identify the feature of co-ordination being highlighted in the given statement. "Coordination is not a one-time function, it begins at the planning stage and continues till controlling."
(a) Coordination ensures unity of action
(b) Coordination is an all pervasive function
(c) Coordination is a continuous process
(d) Coordination is a deliberate function 1
- 3 The violation of which principle of management results in 'disorderly flow of information'?
(a) Scalar Chain (b) Unity of Command
(c) Authority and Responsibility (d) Stability of Personnel 1
- 4 "In case the debts are not paid within a month interest at a definite rate will be levied." To what element of planning does this saying point out?
(a) Policy (b) Rule
(c) Procedure (d) Budget 1
- 5 State the meaning of 'Mental Revolution' in one sentence. 1
- 6 The Unity of Command determines the Unity of Action and coordination. State True or False. 1

- 7 Which organization structure is designed by the management to accomplish a particular task? 1
- 8 What is the first step in the process of Planning? 1
- 9 The number of candidates under a superior is called: 1
- (a) Office Environment (b) Strict Control
- (c) Span of Management (d) Scalar Chain
- 10 What is the first step in the process of 'Selection'? 1
- (a) Selection Tests (b) Job Offer
- (c) Preliminary Screening (d) Selection Decision
- 11 Race Tech Ltd. is one of the top IT companies in India. The company does mass recruitment each year from different colleges offering fresher level job to the final year students. This helps in recruiting the brightest and the best available talent in the educational institutions. Identify the source of external recruitment adopted by the company. 1
- 12 The test designed to measure the learning capacity of the candidate is known as _____ Test. 1
- 13 Which of the following is a Personal Communication Barrier? 1
- (a) Fear of challenge to authority (b) Organisational Policies
- (c) Unclarified Assumptions (d) Premature Evaluation
- 14 Define Staffing. 1
- 15 What type of barrier to communication takes place when a symbol or word of the message has more than one meaning? 1
- 16 Which function of Management takes steps to bring actual results and desired results closer together? 1
- 17 Name the Leadership Style that has the speciality of centralized authority? , 1
- 18 The process of communication gets completed only when the receiver understands the message. State True or False. 1
- 19 Increasing the motivational level is a type of _____ standard. (Fill in the blank) 1
- 20 When does the measurement of actual performance become meaningful? 1
- (a) When standards have been set
- (b) When standards have not been set
- (c) When the standards are more than the needs
- (d) When the standards are less than the needs

Section B

- 21 Explain the following two Fayol's Principles of Management important to businesses. 3
- (a) Stability of Personnel
- (b) Unity of Command

OR

Discuss in brief the following techniques of Scientific Management.

- (a) Motion Study
- (b) Standardisation and Simplification of Work

- 22 Priyank works as a banquet manager in a hotel. He feels highly motivated at his job because the work that is assigned to him frequently involves variety of challenges. He is given more autonomy and responsibility and provided with ample opportunities for personal growth and a meaningful work experience. 3
- In context of the above case:
- (a) Define the term 'Motivation'.
 - (b) What are the measures used to motivate the employees to improve performance known as? Give its classification.
 - (c) Identify the type of non-financial incentive being offered to Priyank.
- 23 Discuss three features of Planning. 3
- 24 Explain the following methods of Training: 3
- (a) Coaching
 - (b) Vestibule Training
- 25 A recent rate cut in the interest on loans announced by the Banks encouraged Amit, a science student of Progressive School to take a loan from State Bank of India to experiment and develop cars to be powered by fuel produced from garbage. He developed such a car and exhibited it in Science Fair organised by Directorate of Education. He was awarded first prize for his invention. Identify and explain the dimensions of environment discussed in the above case. 3

Section C

- 26 Kapil and Kamal and Company is a large manufacturing unit. Recently the company had conducted time and motion studies and concluded that on an average, a worker could produce 300 units per day. However, it has been noticed that the average daily production of a worker is in the range of 200-225 units. 4
- Name and explain the function of management and identify the steps in the process of this function which helped in finding out that the actual production of the worker is less than the set target.

OR

Discuss in detail 'Critical Point Control' and 'Management by Exception' with the help of appropriate examples.

- 27 Eco-friendly products are gaining power as the consumers' awareness about environmental issues has increased over the years and they are conscious about choosing products that do not have adverse effects on the environment. They are now more conscious about the carbon emission and climate change effects, and want themselves to be 'seen' as a green advocate among their peers. In such a scenario, it has become a challenge for the companies as they have to not only meet the needs of the consumers but also ensure that their products are safe and environment friendly. As a result, there is growing need for better and advanced technologies to work as a catalyst in this regard. 4
- (i) Identify the relevant feature of business environment being discussed above.
 - (ii) Describe briefly any three points which highlight the importance of business environment and its understanding by managers.
- 28 After completing a course in Travel and Tourism, Vaibhav started his own travel agency. In order to ensure smooth functioning of his business, he decided to create fourteen job positions divided 4

into four departments on the basis of functions namely front office department, including online query, reservation department, accommodation booking department. In order to avoid conflicts, he clearly assigned the line of authority and area of responsibilities for each job position.

- (a) Which function of management is being described in the above lines?
- (b) Identify the framework created by Vaibhav within which all managerial and operating tasks are to be performed in the organisation.
- (c) Name the type of framework created by Vaibhav and give two advantages of that framework.

Section D

- 29 Identify the function of management which refers to the process of instructing, guiding, counselling, motivating and leading people in the organization to achieve objectives. Explain the importance of this function of management. 5

OR

‘The barriers to effective communication exist on all organisations to a greater or lesser degree.’ State any five measures to overcome these barriers.

- 30 Real Alliance Ltd. is a well-known cement company in India. It is able to earn adequate revenues to cover costs. Its capital base, number of employees and production turnover has increased manifolds over the years. The rate of profitability of the business is also creditable. The employees of the company are happy and satisfied with their remuneration, working conditions, promotion policy etc. As a part of its moral obligation, the company has taken many initiatives for providing employment to especially abled persons and promoting literacy in the villages adopted by it. In the context of the above case: Identify and explain the various types of objectives of management being fulfilled by Real Alliance Ltd by quoting lines from the paragraph. 5

OR

Arundhati has been promoted to the post of Marketing Division Head of a soft drink company. Identify the level of management at which she will be working henceforth. State any four functions that she will have to perform at this level.

- 31 An Auto Company, Win Ltd is facing a problem of declining market share due to increased competition from other new and existing players in the market. Its competitors are introducing lower priced models for mass consumers who are price sensitive. The Board of Directors of the Company announced a meeting to discuss the decisions regarding pricing and launching a new range of models, in order to increase the market share of the company. Attending the meeting was not a discretion for the directors and a penalty was announced for not attending the meeting. The following decisions were taken in the meeting:
- (a) To define the desired future position of the company, as acquiring a dominant position in the market by increasing the market share to 10% in 1 year.
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What are standing plans and single use plans? Briefly explain the plans discussed above, which can be classified as standing plans, by quoting the lines.

Section E

- 32 Ashish, the Marketing Head, Raman, the Assistant Manager and Jyoti, the Human Resource Manager of 'Senor Enterprises Ltd.' decided to leave the company. The Chief Executive Officer of the company called Jyoti the Human Resource Manager and requested her to fill up the vacancies before leaving the organisation. Informing that her subordinate Miss Alka Pandit was very competent and trustworthy, Jyoti suggested that if she could be moved up in the hierarchy, she would do the needful. The Chief Executive Officer agreed for the same. Miss Alka Pandit contacted 'Keith Recruiters', who advertised for the post of marketing head for 'Senor Enterprises Ltd'. They were able to recruit a suitable candidate for the company. Raman's vacancy was filled up by screening the database of unsolicited applications lying in the office. 6

(a) Name the internal/external sources of recruitment used by 'Senor Enterprises Ltd.' to fill up the above stated vacancies.

(b) Also state any two merit of each of the above identified source of recruitment.

OR

Discuss the first six steps in the Staffing Process.

- 33 Explain four points that highlight the significance of Principles of Management. 6

- 34 With the help of any four points explain the importance of 'Decentralisation' in an organization. 6

OR

Explain, with the help of any four points, the importance of 'Delegation' in an organization.

End of the Question Paper

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C



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BUSINESS STUDIES (054)

CLASS: XII

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Section A

- 1 The violation of which principle of management results in 'disorderly flow of information'? 1
(a) Scalar Chain (b) Unity of Command
(c) Authority and Responsibility (d) Stability of Personnel
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- 5 "In case the debts are not paid within a month interest at a definite rate will be levied." To what element of planning does this saying point out? 1
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- 18 Name the Leadership Style that has the speciality of centralized authority? 1
- 19 The process of communication gets completed only when the receiver understands the message. State True or False. 1
- 20 Increasing the motivational level is a type of _____ standard. (Fill in the blank) 1

Section B

- 21 Explain the following two Fayol's Principles of Management important to businesses. 3
 (a) Division of Work
 (b) Remuneration

OR

Discuss in brief the following techniques of Scientific Management.

- (a) Fatigue Study
 (b) Differential Piece Wage System
- 22 Discuss three Limitations of Planning. 3

- 23 A recent rate cut in the interest on loans announced by the Banks encouraged Amit, a science student of Progressive School to take a loan from State Bank of India to experiment and develop cars to be powered by fuel produced from garbage. He developed such a car and exhibited it in the Science Fair organised by Directorate of Education. He was awarded first prize for his invention. Identify and explain the dimensions of environment discussed in the above case. 3
- 24 Explain the following methods of Training: 3
- (a) Internship Training
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- 25 Priyank works as a banquet manager in a hotel. He feels highly motivated at his job because the work that is assigned to him frequently involves variety of challenges. He is given more autonomy and responsibility and provided with ample opportunities for personal growth and a meaningful work experience. 3
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Section C

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- (ii) Describe briefly any three points which highlight the importance of business environment and its understanding by managers.

Section D

- 29 An Auto Company, Win Ltd is facing a problem of declining market share due to increased competition from other new and existing players in the market. Its competitors are introducing lower priced models for mass consumers who are price sensitive. The Board of Directors of the Company announced a meeting to discuss the decisions regarding pricing and launching a new range of models, in order to increase the market share of the company. Attending the meeting was not a discretion for the directors and a penalty was announced for not attending the meeting. The following decisions were taken in the meeting: 5
- (a) To define the desired future position of the company, as acquiring a dominant position in the market by increasing the market share to 10% in 1 year.
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 - (c) To invest in development of the human resources of the organisation by providing training to higher levels by holding seminars and providing on the job training for the supervisory management.

What are standing plans and single use plans? Briefly explain the plans discussed above, which can be classified as standing plans, by quoting the lines.

- 30 Identify the function of management which refers to the process of instructing, guiding, counselling, motivating and leading people in the organization to achieve objectives. Explain the importance of this function of management. 5

OR

‘The barriers to effective communication exist on all organisations to a greater or lesser degree.’ State any five measures to overcome these barriers.

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- Identify and explain the various types of objectives of management being fulfilled by Real Alliance Ltd by quoting lines from the paragraph.

OR

Arundhati has been promoted to the post of Marketing Division Head of a soft drink company. Identify the level of management at which she will be working henceforth. State any four functions that she will have to perform at this level.

Section E

- 32 With the help of any four points explain the importance of ‘Decentralisation’ in an organization. 6
- OR
- Explain, with the help of any four points, the importance of ‘Delegation’ in an organization.

- 33 Ashish, the Marketing Head, Raman, the Assistant Manager and Jyoti, the Human Resource Manager of 'Senor Enterprises Ltd.' decided to leave the company. The Chief Executive Officer of the company called Jyoti the Human Resource Manager and requested her to fill up the vacancies before leaving the organisation. Informing that her subordinate Miss Alka Pandit was very competent and trustworthy, Jyoti suggested that if she could be moved up in the hierarchy, she 6

would do the needful. The Chief Executive Officer agreed for the same. Miss Alka Pandit contacted 'Keith Recruiters', who advertised for the post of marketing head for 'Senor Enterprises Ltd'. They were able to recruit a suitable candidate for the company. Raman's vacancy was filled up by screening the database of unsolicited applications lying in the office.

(a) Name the internal/external sources of recruitment used by 'Senor Enterprises Ltd.' to fill up the above stated vacancies.

(b) Also state any two merit of each of the above identified source of recruitment.

OR

Discuss the first six steps in the Staffing Process.

34 Explain Taylor's four Principles of Scientific Management.

6

End of the Question Paper

