



# INDIAN SCHOOL MUSCAT

## FIRST PERIODIC TEST

### BUSINESS STUDIES (054)

CLASS: XII

Time Allotted: 50mts.

19.04.2023

Max .Marks: 20

#### GENERAL INSTRUCTIONS:

- This question paper contains 8 questions.
- Marks are indicated against each question.
- Answers should be brief and to the point.
- Answers to the questions carrying 3 marks may be from 50 to 75 words.
- Answers to the questions carrying 4 marks may be about 150 words.
- Answers to the questions carrying 6 marks may be about 200 words.
- Attempt all parts of the questions together.

1. Which of the following is not a function of middle level management? 1

- A. Analysing the business environment and its implications for survival of the firm
- B. Interpreting the policies framed by top management
- C. Ensuring that their department has necessary personnel
- D. Motivating people in their department to achieve desired objectives.

2. The process that initiates implementation of plans by clarifying jobs and working relations and effectively deploying resources for attainment of identifies and desired results known as: 1

- A. Planning
- B. Controlling
- C. Staffing
- D. Organising

3. Taylor called for complete mental revolution on the part of both management and workers. It meant that management and workers should transform their thinking. Management should share the gains of the company, if any, with the workers. At the same time, workers should work hard and be willing to embrace change for the good of the company. The principle of management above is : 1
- A. Science, not the rule of Thumb
  - B. Harmony, not Discord
  - C. Cooperation, not individualism
  - D. Development of each and every Person to His or Her greatest efficiency and prosperity
4. Statement I: Values are general rules for behaviour of individuals in society formed on the basis of common practice and principles after research in work situations. 1
- Statement II: While practicing principles of management, values cannot be neglected as businesses have to fulfill social and ethical responsibilities towards society.
- Choose the correct option from the options given below:
- A. Statement I is true and II is false
  - B. Statement II is true and I is false
  - C. Both the statements are true
  - D. Both the statements are false.
5. Praveen and Naveen are friends. Praveen became a professional after completing his MBBS from 'Hindu Medical College'. Naveen completed his MBA from IIM, Bangalore. In a discussion with Praveen, Naveen said that he too is a professional and is working with a multinational company as a senior manager getting a good package. Praveen was not convinced about the fact that Naveen was a professional in spite of being aware that now a day there is increasing emphasis on managed business concerns. Praveen gave three reasons in support of his opinion. 3
- Explain the three reasons that Praveen might have given.
6. In a huge manufacturing company there was a constant training programme running for the workers throughout the year. The workers were trained about the machines as the management realised that management is all about the relationship among workers and their proper handling of the machines. As the size of the organisation increased the management decided to release their hold on day to day activities of the organisation. A more decentralised approach was adopted where the workers could decide about the machines and the amount of raw material required 3

instead of the traditional centralized approach as per the needs. The management knew that the external environment is dynamic. In order to meet stiff competition they clarified to the workers that their instructions should not be taken strictly and should be moulded as per the requirements of the organisation at the level where actual action takes place.

Which natures of principles of management have been highlighted in the above case?

7. Study Buddy Pvt. Ltd.' is a company dealing in stationery items. In order to establish standards of excellence and quality in materials and in the performance of men and machines, the company adheres to benchmarks during production. Moreover, its products are available in limited varieties, sizes and dimensions thereby eliminating superfluous diversity of products. Identify and explain the technique of scientific management which has been adopted by 'Study Buddy Pvt. Ltd.'
8. Esha works as the cost and risk management head of a company in the power sector. As a result of her excellent managerial competence, the company is able to reduce costs and increase productivity. The company belongs to the infrastructure sector, wherein regular amendments are made in the government regulations and policies. She holds regular meetings to ensure that people in her department are not only aware of the related changes but are also able to adapt to these changes effectively. This helps the company to maintain its competitive edge. She motivates and leads her team in such a manner that individual members are able to achieve personal goals while contributing to the overall organisational objective. In the process of fulfilling her duties for the growth of the organisation, she helps in providing competitive services, adopting new technology, creating more employment opportunities etc. for the greater good of the people at large.
- In context of the above case:
- Identify the various reasons that have made management so important by quoting lines from the paragraph.





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    - A. Interpreting the policies framed by top management
    - B. Ensuring that their department has necessary personnel
    - C. Motivating people in their department to achieve desired objectives.
    - D. Analysing the business environment and its implications for survival of the firm
  3. Statement I: Values are general rules for behaviour of individuals in society formed on the basis of common practice and principles after research in work situations. 1

Statement II: While practicing principles of management, values cannot be neglected as businesses have to fulfill social and ethical responsibilities towards society.

Choose the correct option from the options given below:

- A. Both the statements are true.
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4. Taylor called for complete mental revolution on the part of both management and workers. It meant that management and workers should transform their thinking. Management should share the gains of the company, if any, with the workers. At the same time, workers should work hard and be willing to embrace change for the good of the company. The principle of management above is :

- A. Science, not the rule of Thumb
- B. Cooperation, not individualism
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- D. Development of each and every Person to His or Her greatest efficiency and prosperity

5. In a huge manufacturing company there was a constant training programme running for the workers throughout the year. The workers were trained about the machines as the management realised that management is all about the relationship among workers and their proper handling of the machines. As the size of the organisation increased the management decided to release their hold on day to day activities of the organisation. A more decentralised approach was adopted where the workers could decide about the machines and the amount of raw material required instead of the traditional centralized approach as per the needs. The management knew that the external environment is dynamic. In order to meet stiff competition they clarified to the workers that their instructions should not be taken strictly and should be moulded as per the requirements of the organisation at the level where actual action takes place.

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business concerns. Praveen gave three reasons in support of his opinion.

Explain the three reasons that Praveen might have given.

7. Anshul owns a small scale factory where utility items are prepared from waste material like paper mache items, paper and cloth bags, decorative material etc. Over the past few weeks, he was observing that the productivity of one of his very efficient workers, Ramdas, is going down. So he decides to probe into the matter and confronts Ramdas one day. On being asked, Ramdas shares with Anshul that he has deliberately slowed down in his work as many of the less efficient workers often pull his leg saying that there is no need for him to be more efficient when everybody is being paid at the same rate. Taking a lesson from this insight, Anshul decides to implement an incentive bonus plan so as to differentiate between efficient and inefficient workers. 4

In context of the above case:

Name and explain the incentive bonus plan that Anshul may implement so as to differentiate between efficient and inefficient workers. Show your calculations clearly.

8. Kartik joins a garment factory as a plant supervisor in Lucknow. He observes that the output of some workers is very low as compared to the standards set for their performance. On analyzing the reasons for the same, he finds out that a lot of the workers are wasted in getting the requisite materials issued from the store. Whereas on asking, the store keeper complains that there is no harmony in the working of the production department as a whole. Every day the workers approach him at the last minute to procure different kinds of threads, laces, mirrors, buttons etc. If it is not available in the store then he has to place an order with the purchase officer. As a result, a lot of the workers are wasted. So, in order to integrate the various production activities, henceforth, Kartik ensures that the store keeper is informed well three days in advance about the requisite material. Consequently, the store keeper is able to keep the materials ready for the workers every morning in accordance with their requirements. 6

In context of the above case:

- A. Identify and explain the quality of management that Kartik has introduced in the working of the production department as a corrective measure to control the output of the workers.
- B. State briefly any two points highlighting the importance of quality of management identified in part (A)





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Which natures of principles of management have been highlighted in the above case?



7. Enigma Coolers are the leading manufacturers in their area. They have decided to increase the productivity of their workers. For this they have chalked out a plan. They will be hiring operational managers who work at the lower level of management. They have decided to keep eight managers over a single worker. Thus every worker will have to report to all these eight managers. 4

Which technique of scientific management is followed here? Illustrate your answer with a suitable flowchart.

8. Ramarjuna joins an IT firm as a system analyst after completing his masters in Computer Science. 6
- As the nature of his work demands he has to work in very close coordination with all the departmental heads in the firm, very soon Ramarjuna realizes that each departmental head has own individual style of working. They differ greatly in their day-to-day approach to work. They tend to deal with a given situation, an issue or a problem through a combination of their own experience, creativity, imagination, initiative and innovation.

In the context of the above case:

Identify and explain the nature of management highlighted in the above case.

