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ENGLISH MEDIUM SENIOR SECONDARY SCHOOL, RISALI
POST- MID TERM EXAMINATION (2022-23)
CLASS -XII SUBJECT – BUSINESS STUDIES

TIME-3Hrs.

MM: 80

GENERAL INSTRUCTIONS:

1. *This question paper contains 34 questions.*
2. *Answer should be brief and to the point*
3. *Q. No 1-20 carrying 1 mark.*
4. *Q. No 21-24 carrying 3 marks may be from 50 to 75 words.*
5. *Q. No 25-30 carrying 4 marks may be about 150 words.*
6. *Q. No 31-34 carrying 6 marks may be about 200 words.*
7. *Attempt all parts of the questions together.*

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1. Identify the correct sequence of steps involved in the planning process.
(a) Evaluating alternative courses, Identifying alternative course of actions, Setting objectives, Developing premises
(b) Setting objectives, Identifying alternative course of actions, Evaluating alternative courses, Developing premises
(c) Setting objectives, Developing premises, Identifying alternative course of actions, Evaluating alternative courses
(d) Setting objectives, Developing premises, Identifying alternative course of actions, Evaluating alternative courses
 2. Which one of the following is a step of controlling?
(a) Assessing personnel required (b) Taking corrective action
(c) Assessing environment (d) Taking disciplinary action

3. What does the symbol given below denote?



- (a) Brand name (b) Brand mark
(c) Trademark (d) Generic name

4. According to Taylor, “even a small production activity like loading figures of iron into boxes can be scientifically planned and managed. This can result in tremendous savings of human energy as well as wastage of time and materials.” Identify the related principle of scientific management.

- (a) Harmony, not discord
(b) Science, not rule of thumb
(c) Development of each and every person to get his/her greatest efficiency and prosperity
(d) None of the above

5. Since a greater number of people have become more beauty and health conscious, our economy has witnessed an unprecedented surge in the number of health and beauty spas and wellness clinics. Related feature of business environment being described in the above lines is —

- (a) Totality of external forces (b) Dynamic nature
(c) Interrelatedness (d) Relativity

6. Electric vehicles with zero tail pipe emission are emerging as a good alternative to ‘problems like climate change, surging pollution leading to ill health, crude import bill and energy security. Identify the related dimensions of business environment.

- (a) Economic dimension, Legal dimension and social dimension
(b) Social dimension, Political dimension and Economic dimension
(c) Economic dimension, Technological dimension and social dimension
(d) Social dimension, Political dimension and Legal dimension

7. Jay is working as a marketing manager in a company. Has been given the task of selling 100000 units of a product at the cost of ₹100 per unit within 20 days. He is able to sell all the units within the stipulated time, but had to sell last 1000 units at 20% discount in order to complete the target. In such a situation, he will be considered to be

- (a) An efficient manager (b) An effective manager
(c) Both effective and efficient manager (d) None of the above

8. Name the function of management which involves setting objectives and developing appropriate courses of action to achieve these objectives.

- (a) Directing (b) Organising (c) Planning (d) Staffing

9. The principles of management enhance the understanding of relationship between human and material resources for the achievement of organisational goals. Identify the feature of the principles of management being described in the given statement.

- (a) Cause and effect relationships (b) Optimum utilisation of resources and effective administration
(c) Formed by practice and experimentation (d) Mainly behavioural

10. Suppose an investor purchases a 91 days Treasury bill with a face value of ₹2,00,000 for ₹1,92,000. By holding the bill until the maturity date, the investor receives ₹2,00,000. What is the amount of interest received by him?

- (a) ₹8,000 (b) ₹80,000
(c) ₹3,92,000 (d) ₹2,00,

11. Identify the correct sequence of the steps involved in the selection process

- (a) Medical Examination, Contract of Employment, Reference and Background checking, Selection Decision, Job Offer
(b) Reference and Background checking, Selection Decision, Contract of Employment, Medical Examination, Job Offer
(c) Job Offer, Reference and Background checking, Selection Decision, Medical Examination, Contract of Employment
(d) Reference and Background checking, Selection Decision, Medical Examination, Job Offer, Contract of Employment

12. ___ involves giving authority and responsibility to subordinates.

- (a) Division of work (b) Decentralisation
(c) Delegation (d) Centralisation

13. Which one of the following is a non-financial incentive?

- (a) Recognition (b) Perquisite
(c) Retirement benefit (d) Stock option

14. ___ aims at instructing, guiding, motivating people to achieve the desired results.

- (a) Communication (b) Directing
(c) Motivating (d) Organising

15. Management is equally important to run a political organisation as it is to run an economic organisation.

Which feature of management is being reflected in the given statement?

- (a) Management is goal oriented (b) Management is multidimensional
(c) Management is all pervasive (d) Management is a group activity

16. Reducing the workers, absenteeism in a factory by 20% is an example of

- (a) Quantitative standard (b) Qualitative standard
(c) Deviation (d) None of the above

17. Which of the following is not an objective of financial planning?

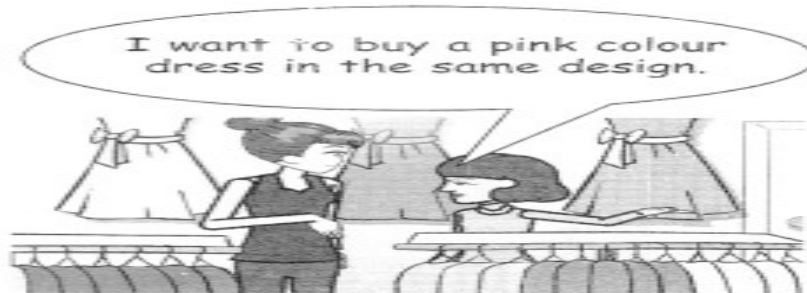
- (a) Ensuring enough funds are available at the right time
(b) Ensuring excess availability of funds at the right time

- (c) Ensuring smooth business operations
- (d) All of the above

18. This type of training method is adopted when employees have to handle sophisticated machinery and equipment at their workplace.

- (a) Apprenticeship training
- (b) Induction training
- (c) Internship training
- (d) Vestibule training

19. Identify the right of consumers being exhibited in the picture on your right.



- (a) Right to choose
- (b) Right to be heard
- (c) Right to seek redressal
- (d) Right to consumer education

20. State with reasons whether the following statements are True or False. (True or False)

21. Top management plans for the entire organization. According to these plans the organizational structure is developed and staffed. In order to ensure that these plans are executed according to plans, directing is required. Any discrepancies between actual and realized activities are then taken care of at the stage of controlling. Name and explain the process highlighted above which started at the planning stage itself and is implicit and inherent in all the functions of management in an organization.

22. Explain briefly any three functions performed by a supervisor.

23. Tata International Ltd. earned a net profit of Rs. 50 crores. Ankit, the finance manager of Tata International Ltd. wants to decide how to appropriate these profits. Discuss any three factors which will help him in taking this decision.

OR

'Abhishek Ltd' is manufacturing cotton clothes. It has been consistently earning good profits for many years. This year too, it has been able to generate enough profits. There is availability of enough cash in the company and good prospects for growth in future. It is a well-managed organisation and believes in quality, equal employment opportunities and good remuneration practices. It has many shareholders who prefer to receive a regular income from their investments. It has taken a loan of Rs. 50 lakhs from ICICI Bank and is bound by certain restrictions on the payment of dividend according to the terms of the loan agreement.

The above discussion about the company leads to various factors which decide how much of the profits should be retained and how much has to be distributed by the company. Quoting the lines from the above discussion, identify and explain any four such factors.

24. Explain the redressal mechanism available to consumers under the Consumer Protection Act, 1986?

OR

Who can file a complaint in a consumer court?

25.. Briefly explain work study techniques that help in developing standards to be followed throughout the organization.

26. If an organisation does not provide the right place for physical and human resources in an organisation, which principle is violated? What are the consequences of it? (Mention any three consequences)

OR

Telco Ltd. manufactures files and folders from old clothes to discourage the use of plastic files and folders. For this, they employ people from nearby villages where very less job opportunities are available. An employee, Harish, designed a plan for cost reduction but it was not welcomed by the production manager. Another employee gave some suggestions for improvements in design, but it also was not appreciated by the production manager.

a). State and Explain the principle of management that is violated in the above paragraph.

b). Identify any two values that the company wants to communicate to the society.

27. In Saarthak Steel several initiatives have been taken to further improve the motivation levels of employees through designing jobs that include greater variety of work content, providing certain stability about future income and work, providing fringe benefits like housing, medical aid, etc., allotment of shares in line with various incentives. Identify and briefly explain the incentives being given by the organization to the employees.

28. State any four factors affecting the financial decision that is concerned with raising of finance using shareholders' funds and borrowed funds.

29. Explain briefly any four factors that affect the working capital requirement of a company.

30. Reena purchased one liter of pure desi ghee from a shopkeeper. After using it, she had a doubt that it is adulterated. She sent it for a laboratory test which confirmed that the ghee is adulterated. State any Four reliefs available to Reena, if she complains and the consumer court is satisfied about the genuineness of the complaint.

31. Sanju and Manju are good friends. Considering the fact that the activities involved in managing an enterprise are common to all organizations, after completing their masters in business management, both of them take up a job at managerial level in different organizations as per their individual areas of interest. Anju takes up a marketing job in a retail company and strives to increase sales whereas Manju joins an NGO and works diligently to realize its objective related to providing employment to especially abled persons. Both of them have to perform a series of continuous, composite, but separate functions. On some days, Anju may spend more time in planning a future display layout and on another day, she may spend time in sorting out an employee's problem. Both Anju and Manju make conscious efforts to build a feeling of team spirit and coordination among diverse individuals with different needs who work under them. The effect of their management is noticeable in their respective departments as the targets are met according to plans, employees are happy and satisfied, and there is orderliness in its functioning rather than chaos.

In context of the above case:

Identify the various features of management highlighted in the above paragraph by quoting lines from it.

32. Distinguish between centralisation and decentralisation.

OR

Distinguish between functional structure and divisional structure?

33. What are the functions of a Financial Market?

34. Indian Youth Organisation (IYO) organised a visit of its members to an old age home to inculcate the habit of social work among them. The visit revealed that the living conditions of the inmates of the old age home were not hygienic. So, the IYO members decided to clean the premises. During their cleanliness drive, they realised that the old age home also required pest control. But some of the inmates of old age home were reluctant for it because they believed that the pest control may create health problems for them. IYO, therefore decided to provide ethical, safe and odourless pest control. They showed to the inmates of old age home a pamphlet of the proposed pest control product which promised easy, inexpensive and long-lasting pest control. The inmates happily agreed and the pest control was carried out. It worked for a fortnight but to their dismay the effect started wearing off. IYO contacted the pest control company which kept on postponing their visit. After waiting for a month, IYO filed a case in the consumer court.

The consumer court was satisfied about genuineness of the complaint and issued necessary directions to the pest control company.

State the six directions that might have been issued by the court.

Also identify any two values that are being communicated by IYO to the society.