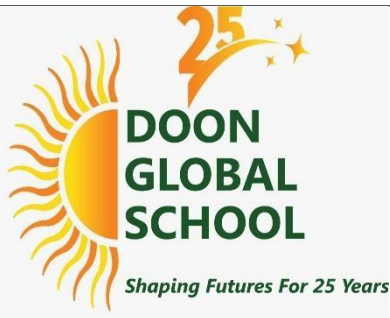




DOONGLOBALSCHOOL

BUSINESS-STUDIES PRE-BOARD 1 (2024-25)

Class 12 - Business Studies (054)

SET - A

Time Allowed: 3 hour

M.M: 80

General Instructions:

1. This question paper contains 34 questions.
2. All questions are compulsory.
3. Answers should be brief & to the point.
4. Answers to the questions carrying 3 Marks may be about 50 to 75 words.
5. Answers to the questions carrying 4 Marks may be about 150 words.
6. Answers to the questions carrying 6 Marks may be about 200 words.
7. Attempt all parts of the question together.
8. There is no overall choice. However, an internal choice has been provided in some questions.

1. **Statement I:** Coordination is the process of designing and maintaining an environment in which individuals, working together in groups, efficiently accomplish selected aims. [1]

Statement II: Management is balancing and keeping together the team by ensuring suitable allocation of tasks to the various members and seeing that the tasks are performed with harmony among the members themselves.

- a) Statement I is correct and Statement II is not correct. b) Both the Statements I and II are correct.
c) Statement I is incorrect and Statement II is not correct. d) Both the Statements I and II are not correct.

2. 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: [1]

- a) An ineffective manager b) Both effective and inefficient manager
c) An inefficient manager d) None of these

3. **Statement I:** Principles of management have been developed on the basis of observation and experimentation as well as personal experiences of the managers. [1]

Statement II: Derivation of these principles may be said to be a matter of art and their creative application may be regarded as a science.

- a) Statement I is correct and Statement II is not correct. b) Statement I is incorrect and Statement II is not correct.
c) Statement I is incorrect and Statement II is not correct. d) Statement I is correct and Statement II is not correct.

c) Both the Statements I and II are not correct.

d) Both the Statements I and II are correct.

4. **Heyday Productions** is a big factory having 3000 workers. Management of this factory wants that workers should not go on strikes for their unreasonable demands. There should be almost equal division of work and responsibility between workers and management and both of them have to realise that they need each other. To replace the competition by cooperation, management must give importance to those constructive suggestions made by employees which should result in reduction of cost.

Identify the Taylor's principle of management applied by **Heyday Productions**:

 - Initiative
 - Cooperation, not individualism
 - Development of each and every person to his/her greatest efficiency and prosperity
 - Subordination of individual interest to general interest

a) Option(a) b) Option(d)
c) Option(b) d) Option(c)

5. Subsidy to cotton textile businesses is the _____. [1]

 - Economic Environment
 - Political Environment
 - Social Environment
 - Legal Environment

6. **Assertion(A):** Specific Forces affect the business enterprise only indirectly. [1]
Reason(R): Suppliers, Investors, and Customers are examples of Specific Forces.

 - Both A and R are true and R is the correct explanation of A.
 - Both A and R are true but R is not the correct explanation of A.
 - A is true but R is false.
 - A is false but R is true.

7. **Statement I:** A budget is a statement of expected results expressed in numerical terms. It is a plan which quantifies future facts and figures. [1]
Statement II: A budget is also a control device from which deviations can be taken care of.

 - Both the Statements I and II are not correct.
 - Statement II is incorrect and Statement I is not correct.
 - Both the Statements I and II are correct.
 - Statement I is incorrect and Statement II is not correct.

8. Which of the following is true with respect to the step **developing premises** under the planning process? [1]

 - Assumptions need not necessarily be same for all.
 - Base material for assumptions can be in the form of forecasts, existing plans or any past information about policies.
 - Only a few managers are required to be familiar with and use the same assumptions.
 - All of these

9. Span of management is defined as: [1]

 - a number of employees a superior can manage
 - a number of employees in a division
 - Level of management
 - a number of employees in a department

- a) iii and iv
b) ii and iii
c) only i
d) iv and i

10. **Assertion(A):** Delegation is an extension of Decentralisation. **Reason(R):** In delegation, authority is granted by the immediate superior but in decentralisation, authority is granted by the top level.

a) Both A and R are true and R is the correct explanation of A.
b) Both A and R are true but R is not the correct explanation of A.
c) A is true but R is false.
d) A is false but R is true.

11. Manav was a founder of a leading chain of Automobile shops dealing in high-end cars. He believed in retaining all decision-making authority with him. He wanted tight control over the entire business. Getting overburdened with work, he decided to focus only on crucial decisions. He asked the vice president of his company to help him with routine matters. This case study reflects a shift from one concept to another which is:

a) Centralisation to decentralisation
b) Decentralisation to delegation
c) Delegation to decentralisation
d) Centralisation to delegation

12. **Assertion(A):** Direct Recruitment is very inexpensive. **Reason(R):** It does not involve any cost of advertising the vacancies; job-seekers assemble outside the premises of the organisation on the specified date and selection is done on the spot.

a) Both A and R are true and R is the correct explanation of A.
b) Both A and R are true but R is not the correct explanation of A.
c) A is true but R is false.
d) A is false but R is true.

13. Suresh has been working under the guidance of Harsh, a carpenter, for the last three years to learn the different skills of this job. Name the on-the-job method of training Suresh is undergoing.

a) Internship Training
b) Apprenticeship Training
c) Induction training
d) Vestibule Training

14. Job enrichment is concerned with:

i. Designing jobs with a greater variety of work content
ii. Involving employees in decision making
iii. Promoting employees
iv. Empowering employees by giving recognition

a) iii and iv
b) only i
c) only ii
d) iv and i

15. Identify the correct sequence of steps involved in the communication process.

a) Sender, Message, Encoding, Media, Decoding, Receiver, Feedback
b) Sender, Decoding, Receiver, Feedback, Message, Encoding, Media
c) Sender, Message, Encoding, Media, Decoding, Receiver, Feedback
d) Sender, Media, Decoding, Receiver, Message, Encoding, Feedback

16. **Statement I:** Displaying on the notice board or in the company newsletter about the achievement of employees are examples of career advancement opportunity.

Statement II: Employee empowerment means involving employees in decision making of the issues related to them.

- a) Statement I is correct and Statement II is not correct. b) Statement I is incorrect and Statement II is not correct.
c) Both the Statements I and II are correct. d) Both the Statements I and II are not correct.

17. Management by exception differentiates between: [1]

- a) standards and outputs b) critical and simple problems
c) input and output d) planned and actual

18. Match the following: [1]

(a) It should be the focus point for a manager while controlling	(i) Deviation
(b) It refers to difference between actual and planned performance	(ii) Key result areas
(c) Sales volume, production and advertisement cost are examples of	(iii) Qualitative standards
(d) Labour relations, efficiency level of managers and motivation level are examples of	(iv) Quantitative standards

19. In case the aggrieved party is not satisfied with the order of the District Forum, within which period a complaint must be filed before the State Commission? [1]

- a) Within 60 days b) Within 120 days
c) Within 90 days d) Within 30 days

20. **Statement I:** National Commission has a jurisdiction to entertain complaints where value of goods or services paid as consideration exceeds ten crores of rupees. [1]

Statement II: If any of the parties are not satisfied by the order of National Commission can appeal against such order to the Supreme Court of India within a period of thirty days of such order.

- a) Both the Statements I and II are correct. b) Statement I is incorrect and Statement II is not correct.
c) Both the Statements I and II are not correct. d) Statement I is correct and Statement II is not correct.

21. In a country named Wonderland acting is considered as a profession. Whosoever has to become an actor has to read books written about acting. These books tell the nuances of acting and without reading these books one can't be considered as an actor. To judge the ability of an actor an examination is conducted and then a degree is assigned to the qualified persons who can then act in films. There is also a body which provides membership to all actors. There are about thirty thousand actors in Wonderland who are compulsorily members of this organisation. What are the three features of profession highlighted here? Also identify the lines highlighting these features? [3]

22. Explain how principles of management: [3]
i. help the managers in taking scientific decisions, and
ii. provide the managers with useful insights into real-world situations.

OR

M. Tech Ltd. is a company producing IT services. The company's profits are enough for the survival and growth. The

management of the company believes that a satisfied employee creates a satisfied customer, who in turn creates profits that lead to satisfied shareholders. So, it pays competitive salaries and perks to all its employees. All the employees are happy working in the organisation because of personal growth and development.

The company has a strong sense of social responsibility. It has set up an engineering college in which one-third of the students are girls to whom the company gives 50% scholarship.

Is the management of M. Tech Ltd. fulfilling its objectives? Justify your answer by quoting the lines from the above.

23. Mr. Raju Sahu, the Managing Director of **Shivam Motors Limited** pays more attention to the Department of Research and Development than other Departments of his company. This was the reason that the company made such engines that consumed half of the quantity of diesel consumed by ordinary engines. The company launched its product with the new engine, a three-wheeler, in the market. The people bought it briskly. The company earned a huge profit from the sale of this product. The new engine had its control not only on the consumption of less diesel but on the emission of smoke also. [3]
- i. Identify and explain the Dimension of Business Environment described in the paragraph given above.
 - ii. State the importance of Business Environment for business by quoting the relevant lines.
 - iii. State the two values given by the company to the society.
24. Ayasha Ltd. assured the employees that in spite of recession, no worker will be retrenched from the job. [3]
- (i) Name and explain the type of incentive offered to the employees.
 - (ii) Explain one more incentive of the same category.
25. Aryan went to purchase a pack of chocolate for his son from a shop in the nearby market. Despite his preference to buy a pack of a particular brand the shopkeeper forced him to buy the pack of chocolate of another brand, by giving some odd justifications. After coming back home, Gaurav was feeling very dissatisfied. [3]
- a. Identify and explain the right of the consumer being violated in the above-mentioned case.
 - b. Briefly explain any two points highlighting the importance of consumer protection from the consumer's point of view.

OR

Give the meaning of **Consumer** as per Consumer Protection Act, 2019. Also state when can a consumer complain directly in the **State Commission** and **National Commission**? If the consumer is not satisfied with the decision of **State Commission** and **National Commission** where can he/she appeal?

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 a growing need for better and advanced technologies to work as a catalyst in this regard. [3]
- a. Identify the relevant feature of the business environment being discussed above.
 - b. Describe briefly any three points which highlight the importance of the business environment and its understanding by managers.
27. An organisation follows the principles of management. What are the positive effects of each of the following principles of management on the organisation? [4]
- (i) Unity of direction,

- (ii) Espiritdecorps, and
- (iii) Subordination of individual interests to general interest.

OR

Distinguish between 'Motion study' and 'Time study'.

28. Read the following text and answer the questions:

[4]

Prakash Ltd. is a progressive company which has achieved new records in the field of electronic products. This was with the help of proper delegation enabled the existence of proper workforce to take up leading positions in several challenging projects. Because of proper delegation they have been able to properly define the relationships between superior and the subordinates at different levels leading the company of a strong management structure. Also due to delegation there was no overlapping of duties and duplication of efforts as there is clarity of working relationships. The company has set an example of being successful for other organisations in the industry. As it is well organised, the productivity of the company has improved. Specific jobs are done by specific employees resulting in an increase of efficiencies at per person level. Now the company is planning to start working at international level. But there the environment and working conditions would be different. For this, a meeting was held by the top management. It was decided that the company will go for a major change in its policy i.e. they will involve the supervisory level of management in decision making as the size of the company is growing so it will require more participation from the employees.

- i. "It was with the help of proper delegation enabled the existence of a proper workforce to take up leading positions in several challenging projects." Identify the importance of delegation which is reflected through the statement?
 - a. Basis of management hierarchy
 - b. Facilitation of growth
 - c. Better coordination
 - d. Employee development
- ii. "Specific jobs are done by specific employees resulting in an increase of efficiencies at the per-person level." Which importance of organising the function of management is highlighted in this line?
 - a. Adaptation to change
 - b. Expansion and growth
 - c. Development of personnel
 - d. Benefits of specialisation
- iii. Involves systematic delegation of authority in all departments and at all levels of management to take decisions and actions appropriate at respective levels.
 - a. Decentralisation
 - b. Accountability
 - c. Responsibility
 - d. Departmentalisation
- iv. Which type of organisational structure is suitable for a high degree of specialization?
 - a. Divisional
 - b. Delegation
 - c. Functional
 - d. Decentralisation

29. Mr. Vikas Goel is an H.R. Manager of "Sanduja Furniture Private Limited." At the beginning of the new year he anticipated that the company will need 30 new additional persons to fill up different vacancies. He gave an advertisement in the newspaper inviting applications for filling up different vacant posts. As many as 120 applications were received. The same were scrutinized. Out of these, conditions of 15 applicants were not acceptable to the company. Letters of regret, giving reasons, were sent to them. Remaining candidates were called for preliminary interview. The candidates called for were asked to fill up blank application forms. Thereafter, they were given four tests. The objective of the first test was to find out how much interest the applicant takes in his work.
- The objective of the second test was to find out 'specialization' of the applicant in any particular area. Third test aimed at making sure whether the applicant was capable of learning through training or not. The purpose of the fourth test was to find out how much capability a person has to mix-up with other persons, and whether he can influence other persons and get influenced by them.
- Based on the information given above, answer the following questions:
- The purpose of the fourth test was to find out how much capability a person has to mix-up with other persons, and whether he can influence other persons and get influenced by them. Which test is indicated in this situation.
 - Personality Test
 - Intelligent Tests
 - Aptitude Test
 - Trade Test
 - At the beginning of the new year he anticipated that the company will need 30 new additional persons to fill up different vacancies. Identify the first step of staffing.
 - Placement and Orientation
 - Training and Development
 - Recruitment
 - Estimating Manpower Requirement
 - From the given lines, 'Out of these, conditions of 15 applicants were not acceptable to the company.' Letters of regret, giving reasons, were sent to them. Which aspect of staffing is highlighted in the statement?
 - Recruitment
 - Selection
 - Training
 - Education
 - The applicants were given four tests like intelligent test to interest test after filling up blank application form. Identify which step of selection process was followed by the management.
 - Selection Decision
 - Selection Tests
 - Job Offer
 - Medical Examination
30. Planning provides direction, reduces the risk of uncertainty and promotes innovative ideas. Explain. [6]

OR

Explain briefly various steps involved in Planning Process?

31. Decentralisation is an optional policy. Explain why an organisation would choose to be decentralised. [6]
32. Sandhya is a successful manager at Manisons Enterprises. She has a team of twelve people working under her. She encouraged them to set their own objectives and take decisions. She respects their opinions and supports them, so that they can perform their duties and accomplish organisational objectives. To manage and exercise effective control she uses forces within the group. As an intelligent manager, at times, she also makes use of positive aspects of informal communication. This way, she is able to unify diverse interests and ensure that targets are met. [6]
- There are many theories and styles of influencing people's behaviour. Identify the style used by Sandhya which is based on the use of authority.
 - State two positive aspects of the communication discussed above, which Sandhya is using as an intelligent manager.
33. Murari Lal is a cloth merchant in Karol Bagh. His grandsons are requesting him to let them diversify the business into bridal wear. Murari Lal has agreed but on the condition that they will follow the function of management he has always followed, which helps an organisation in keeping track of the progress of activities and ensures that the activities conform to the standards set in advance so that the organisational goals are achieved. Name the function of management which Murari Lal is asking his grandsons to follow. List any five reasons why it is considered an indispensable function of management. [6]
- OR
- Explain the relationship between controlling and planning functions of management.
34. Explain the following rights of a consumer as per the Consumer Protection Act, 2019: [6]
- Right to seek redressal
 - Right to consumer education.