

शिक्षा निदेशालय, राष्ट्रीय राजधानी क्षेत्र दिल्ली  
Directorate of Education, GNCT of Delhi

अभ्यास प्रश्न पत्र  
Practice Paper  
अर्धवार्षिक परीक्षा (2022-23)  
MID TERM EXAMINATION (2022-23)  
कक्षा – XII  
Class - XII  
व्यवसाय अध्ययन (कोड : 054)  
Business Studies (Code: 054)

समय: 3 घंटे  
Time: 3 Hours

अधिकतम अंक: 80  
Maximum Marks: 80

सामान्य निर्देश:

1. प्रश्न पत्र में 31 प्रश्न हैं।
2. सभी प्रश्न अनिवार्य हैं।
3. प्रश्न संख्या 1 से 16 प्रत्येक का 1 अंक है।
4. प्रश्न संख्या 17-20 लघु उत्तरीय प्रकार -I प्रश्न हैं, प्रत्येक के 3 अंक हैं।
5. प्रश्न संख्या 21-27 लघु उत्तरीय प्रकार -II प्रश्न हैं, प्रत्येक के 4 अंक हैं।
6. प्रश्न संख्या 28-31 दीर्घ उत्तरीय प्रश्न हैं, प्रत्येक के 6 अंक हैं।
7. कोई समग्र विकल्प नहीं है। हालांकि, एक अंक के 2 प्रश्नों, तीन अंकों के 2 प्रश्नों, चार अंकों के 2 प्रश्नों और छह अंकों के 2 प्रश्नों में आंतरिक विकल्प प्रदान किया गया है।

General Instructions:

1. There are 31 questions in the question paper.
2. All questions are compulsory
3. Question nos. 1 to 16 carrying 1 mark each.
4. Question nos. 17-20 are short answer type-I questions carrying 3 marks each.
5. Question nos. 21-27 are short answer type-II questions carrying 4 marks each.
6. Question nos. 28-31 are long answer type questions carrying 6 marks each.
7. There is no overall choice. However, an internal choice has been provided in 2 questions of one mark, 2 questions of three marks, 2 questions of four marks and 2 questions of six marks.

| प्र. सं. Q. No. |   | अंक Marks |
|-----------------|---|-----------|
| 1.              | Which one of the following sequences of process of management is correct:<br>(a) Planning, Directing, Controlling, Organising, Staffing<br>(b) Directing, Staffing, Planning, Organising, Controlling<br>(c) Planning, Organising, Staffing, Directing, Controlling<br>(d) Organising, Planning, Staffing, Controlling, Directing | 1         |
| 2.              | 'Doing the task with minimum cost' name the term associated with management?  | 1         |

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|    | <ul style="list-style-type: none"> <li>(a) Efficiency</li> <li>(b) Effective</li> <li>(c) Both</li> <li>(d) Management</li> </ul>  |   |
| 3. | <p>The objective of the Marketing Department of 'KOTEX Ltd.' is to increase sales by 10 per cent by offering discounts. But, the finance department may not approve of such discounts as it means loss of revenue. These kinds of conflict arise in organizations because each department performing activities in isolation from others and barriers between departments are becoming more rigid. Identify the point of importance of coordination to which this case is related:</p> <ul style="list-style-type: none"> <li>(a) Growth in size</li> <li>(b) Functional differentiation</li> <li>(c) Specialization</li> <li>(d) None of these</li> </ul>                             | 1 |
| 4. | <p>Suzy Enterprises Limited is planning to increase its sales by 25% in the next year. Identify the feature of management being highlighted in the given statement.</p> <ul style="list-style-type: none"> <li>(a) Management is all pervasive</li> <li>(b) Management is a goal oriented process</li> <li>(c) Management is a continuous process</li> <li>(d) All of the above</li> </ul>   | 1 |
| 5. | <p>A manager should have the right to punish a subordinate for wilfully not obeying a legitimate order but only after sufficient opportunity has been given to a subordinate for presenting her/his case. Identify the principle of management highlighted above.</p> <ul style="list-style-type: none"> <li>(a) Authority and Responsibility</li> <li>(b) Discipline</li> <li>(c) Equity</li> <li>(d) Stability of Personnel</li> </ul>   | 1 |
| 6. | <p>According to Fayol, discipline requires .</p> <ul style="list-style-type: none"> <li>(a) Good superiors at all levels</li> <li>(b) clear and fair agreements</li> <li>(c) Judicious application of penalties</li> <li>(d) All of these</li> </ul> <p>OR</p> <p>Which of the following describes the principle of harmony, not discord?</p> <ul style="list-style-type: none"> <li>(a)The management should properly investigate any task</li> <li>(b)The management should engage in scientific enquiry</li> <li>(c)The management should focus on observation and analysis</li> <li>(d)The management should share the gains or profits of a company with their workers</li> </ul> | 1 |
| 7. | <p>A worker directly contacts the CEO of the company with a complaint regarding working conditions in the factory. Which of the following principles is being violated here?</p> <ul style="list-style-type: none"> <li>(a) Unity of Command</li> <li>(b) Discipline</li> <li>(c) Scalar Chain</li> <li>(d) Unity of Direction</li> </ul>  | 1 |
| 8. | <p>Business environment is the sum total of all the factors and forces.....to a business.</p> <ul style="list-style-type: none"> <li>(a) Internal</li> <li>(b) Specific</li> </ul>   | 1 |

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|     | <p>(c) External<br/>(d) All of these</p> <p>OR</p> <p>On 8th November 2016, with the announcement from the Government of India, all the ₹500 and ₹1,000 banknotes of the Mahatma Gandhi series have ceased to be legal tender. The government also announced the issuance of new ₹500 and ₹2,000 banknotes in exchange for the demonetised banknotes. Identify the concept being described in the above lines.</p> <p>(a) Globalisation<br/>(b) Liberalisation<br/>(c) Demonetisation<br/>(d) Privatisation</p> |   |
| 9.  | <p>“There is a great demand for reservation in jobs for economically weaker sections of the society.” Identify the type of dimension of business environment mentioned.</p> <p>(a) Technological environment<br/>(b) Political environment<br/>(c) Legal environment<br/>(d) Social environment</p>   | 1 |
| 10. | <p>WhatsApp was the first application for mobile chat. Afterwards, many other applications came but still whatsapp is No.1 in mobile chat. Which importance of Business Environment is highlighted here.</p> <p>(a) Helps in tapping resources<br/>(b) Helps in policy making<br/>(c) Identifying threat and getting warning signal<br/>(d) Helps to identify opportunities and getting first mover advantages</p>  | 1 |
| 11. | <p>The government of India proposed to encourage e-transactions by encouraging the use of plastic money(through debit, credit and gift cards) or net banking by allowing deductions in usage charges, fees and income tax exemptions. Which component of business environment does it represent?</p> <p>(a) Economic environment<br/>(b) Political environment<br/>(c) Legal environment<br/>(d) Social environment</p>   | 1 |
| 12. | <p>Planning is the _____ function of management.</p> <p>(a) First<br/>(b) Second<br/>(c) Third<br/>(d) Fourth</p>   | 1 |
| 13. | <p>The composite plan which involves setting up of long term objective finding course of action and allocation of resources is called</p> <p>(a) Policy<br/>(b) Strategy<br/>(c) Programme<br/>(d) Procedure</p>  | 1 |
| 14. | <p>Standardized way in which a task has to be performed is called</p> <p>(a) Policy<br/>(b) Procedure<br/>(c) Strategy</p>  | 1 |

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|     | (d) Method  |   |
| 15. | Organisations own customized way of handling problems or taking decisions is called<br>(a) Strategy<br>(b) Policy<br>(c) Budget<br>(d) Rule   | 1 |
| 16. | In order to successfully realize the objectives of an organisation, first of all it is ensured which activities will have to be performed. In the list of activities, all the activities, both big and small, are included. But it is not possible to set up separate departments for all the activities. Some similar activities are put together in the same department. In this way some necessary departments are set up. The reason for doing so is to exercise control over unnecessary administrative expenses.<br>Identify the concept of management under which similar activities are put together and departments are set up.<br>(a) Departmentalisation<br>(b) Delegation<br>(c) Decentralisation<br>(d) Centralisation   | 1 |
| 17. | Josh Ltd. is a one of the largest two-wheeler manufacturer in India. It has a market share of about 42% in the two-wheeler category. The company had witnessed almost a 35% drop in the booking as the currency crunch was prompting people to withhold new purchases due to demonetisation. Therefore, the production manager of the company had decided to align production to factor in slower sales in the market.<br>In context of the above case:<br><br>1. Identify and explain the function of management being discussed in the above lines.<br>2. Which limitations of the function of management as identified in part (a) of the question was the production manager trying to overcome due to demonetisation?  | 3 |
| 18  | 'Planning is looking ahead and controlling is looking back'. Comment.<br>OR<br>Explain the meaning of controlling.  | 3 |
| 19. | Define Scientific Management. State any three of its principles.<br>OR<br>Explain any three points regarding significance of Principles of Management.  | 3 |
| 20. | Anubhav has set up an export house after completing his masters in fashion designing. As the quality of the garment depends on the quality of raw material used, he assures that the fabric meets the requirements by conducting a series of tests for the fabrics like shrinkage test, testing colour fastness to washing, colour fastness to light, colour fastness to perspiration etc through laboratory tests. Later on, at the production areas, fabric inspection is also conducted by stopping the production process. The tests help to detect the deviations and also take corrective action. Moreover, he ensures that complete training about production work was given to every worker at the time of joining his export house.<br>In context of the above case:<br><br>1. Identify the function of management being performed by Anubhav by conducting tests to assure for the quality of the garments manufactured in his export house.<br>2. Briefly explain the term 'deviations.' | 3 |
| 21. | What are semantic barriers of communication?  | 4 |

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| 22.   | <p>Why it is important for business enterprises to understand their environment? Explain briefly.</p> <p>OR</p> <p>What is meant by business environment? Explain dynamic nature and uncertainty as features of business environment.</p>   | 4 |
| 23    | <p>Read the extract given below and answer the questions on the basis of the same:</p> <p>Aman decided to start a business of manufacturing toys. He identified the following main activities which he has to perform:</p> <p>(i) purchase of raw materials, (ii) purchase of machinery, (iii) production of toys; (iv) arrangement of finance; (v) sale of toys; (vi) identifying the areas where they can sell their toys; (vii) selection of employees.</p> <p>In order to facilitate the work he thought that four managers should be appointed to look after:</p> <p>(a) production<br/>(b) finance<br/>(c) marketing<br/>(d) personnel.</p> <p>As planned, all this was executed and the business started doing well. But the manager of production department is overburdened with routine work and is unable to concentrate on core issues of the department. To overcome this problem, he entrusted some of his responsibility and authority to his immediate subordinate.</p> | 4 |
| (i)   | <p>Identify the function of management involved in the above mentioned paragraph.</p> <p>a) Planning<br/>b) Organising<br/>c) Directing<br/>d) Controlling</p>  |   |
| (ii)  | <p>Which concept/process is used by the production manager?</p> <p>a) Decentralization<br/>b) Delegation<br/>c) Training<br/>d) Coordination</p>  |   |
| (iii) | <p>The concept identified in point (b), is an extension to one of the principles of management. Name that principle.</p> <p>a) Authority and responsibility<br/>b) Division of work<br/>c) Centralization and decentralization<br/>d) Unity of direction</p>  |   |
| (iv)  | <p>Who will be accountable finally if the subordinate is unable to complete the task accordingly within time? (a) The Manager<br/>(b) The Subordinate<br/>(c) Both (i) and (ii)<br/>(d) None of these</p>   |   |
| 24    | <p>Alcargio Ltd is a operating its business on large scale. Co. realizes that human resources are the most important assets of its business, So HRM Department is set up to show a developmental path to the employees through proper training modules and job enrichment. Time to time incentives and awards are given to employees which was based on their performance, which keeps the employees highly motivated. Ravi , just a graduate inhumanities is appointed as the Plant superintendent in the company. Ravi knew that there are certain theories and principles of management based on deep observation and experimentation. So, he studied various theories and principles of management before joining the Company. Ravi I very energetic and he likes to deal with severe situations. On August20th, He informed his boss that the goal he had been assigned had been achieved and the quality was also very good. The best part is that there is one</p>               | 4 |

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|       | day left for the deadline, which is August 21. However, his boss was dissatisfied because the expenses incurred by his team to complete the project exceeded the upper limit (norms).<br>Answer the following questions on the basis of above case study  |   |
| (i)   | Which objective of management is pursued by management of Alcargo Ltd.:<br>a) Organizational objectives<br>b) Social objectives<br>c) Personal objectives<br>d) None of these   |   |
| (ii)  | Identify the feature of profession which is not applicable here - "Ravi, just a graduate inhumanities is appointed as the Plant superintendent in the company.'<br>a) Well defined body of knowledge<br>b) Restricted Entry<br>c) Ethical code of conduct<br>d) Service Motive  |   |
| (iii) | Which aspect of management is violated by Ravi in above case?<br>a) Planning<br>b) Efficiency<br>c) Effectiveness<br>d) Controlling   |   |
| (iv)  | Identify the nature of management highlighted in this line-"Ravi knew that the rear certain theories and principles of management based on deep observation and experimentation."<br>a) Management as Profession<br>b) Management as Science<br>c) Management as an Art<br>d) None of the above   |   |
| 25    | Briefly explain work study techniques that help in developing standards to be followed throughout the organization.   | 4 |
| 26    | Saagar Ltd. believes in coordination among departments and activities. The company relies heavily on professional coordination. For this the company takes steps throughout the year. Coordination is kept in mind by all the managers regardless of the level they are working at. Throughout the year the various activities are synchronized without failure. Every department ensures that within it every employee and operation is guided by the theme of proper coordination. Whenever an employee takes an action he consults others, whenever needed, thus properly contributing to his team. The process of coordination is just not limited to the employees. Even at the departmental level the various departments use this binding force to create perfect harmony among them so that the organisational goals can be fulfilled. All the coordination that occurs in the organisation is a result of proper training and premeditated attempts by the company to get the best results possible. .<br>The above case represents all the characteristics of coordination.<br>Identify the lines which represent them and also name the characteristics. | 4 |
| 27    | State any four points that highlight the importance of 'controlling' function of management.<br>OR<br>State the steps in the process of controlling.  | 4 |
| 28    | Explain how directing helps in effective and efficient functioning of the organisation.<br>OR<br>To satisfy the social and physiological needs which type of incentives are needed? Explain any four types of such incentives.  | 6 |
| 29    | Do you think management has the characteristics of a full fledged profession? Give reasons in support of your answer.<br>OR<br>Management is a series of continuous inter-related functions. Comment.   | 6 |
| 30    | A newly appointed Personnel Manager is of the view that there is no need for training the workers. Do you agree with this statement? Give reasons in support of your answer.  | 6 |
| 31    | Aman Chadha started 'Bulls Eye' a company for providing cyber security solutions to businesses.   | 6 |

Its objective is to prevent, detect and respond to cyber attacks and protect critical data. He was a hardworking software engineer and an expert in cyber security. His reputation grew by leaps and bounds as he was not only a person of integrity but also did his work with utmost honesty and sincerity. The business started growing day by day.

He was delighted when he was offered a big project by the Ministry of Defence. While working on the project, he found that the volume of work made it impractical for him to handle all the work by himself. He decided to expand the team. The company maintained a close liaison with a local engineering college. During a campus placement, Ishan and Vrinda were appointed to work for the new project.

He found the new employees capable, enthusiastic and trustworthy. Aman Chadha was thus, able to focus on objectives and with the help of Ishan and Vrinda, the project was completed on time. Not only this Aman Chadha was also able to extend his area of operations. On the other hand Ishan and Vrinda also got opportunities to develop and exercise initiative.

1. Identify and briefly explain the concept used by Aman Chadha in the above case which helped him in focusing on objectives.
2. Also, state any four points of importance of the concept identified in (i) above.