

Ist Term Examination (16 September 2015)

Subject – BUSINESS STUDIES

Class XII

(Set – B)

Time: 3 hrs.

M.M.80

- Q1. Which 'function' binds all the functions of management? (1)
- Q2. Which revolution involves a change in the attitude of workers and management towards one another from competition to cooperation? (1)
- Q3. Just after the declaration of 2009 Lok Sabha election results, the Bombay Stock Exchange's price index (sensex) rose by 2100 points in a day. Identify the environmental factor which led to this rise. (1)
- Q4. Mc Donald's will not give its franchise to any other company which is already running a restaurant. Name the type of plan. (1)
- Q5. What does 'span of management' refer to? (1)
- Q6. "One is job-oriented whereas the other is Career-oriented". Identify the two elements of staffing process. (1)
- Q7. Name the grapevine network in which an individual communicates with only those people whom he trusts. (1)
- Q8. What is 'Controlling by exception'? (1)
- Q9. "Coordination is needed at all levels of management and it is the responsibility of all managers." Explain how? (3)
- Q10. In the following cases, name the components of business environment which have led to:
- i) Demand for reservation in jobs for minorities.
 - ii) Banking sector reforms have led to easier credit terms and better services.
 - iii) Granting permission to Pepsi cola to enter Indian market. (3)
- Q11. Differentiate between 'Formal and Informal organisation' on the basis of: (3)
- (i) Origin
 - (ii) Behaviour
 - (iii) Nature
- Q12. Explain 'estimating manpower requirements' step in the staffing process. (3)
- Q13. "Directing is the heart of management process." Do you agree? Give any three reasons in support of your answer. (3)
- Q14. Mega Ltd. was manufacturing water-heaters. In the first year of its operations, the revenue earned by the company was just sufficient to meet its costs. To increase the revenue, the company analysed the reasons for less revenue. After an analysis, the company decided:
- i) To reduce the labour cost by shifting the manufacturing unit to a backward area where labour was available at a very low rate.
 - ii) To start manufacturing solar water heaters and reduce the production of electric water-heaters slowly.

This will not only help in covering the risks, but in meeting other objectives too.

- a) Identify and explain the objectives of management discussed above.
- b) State any two values which company wanted to communicate to the society. **(4)**

Q15. A truck manufacturing company has its registered office in Delhi and manufacturing unit in Chennai. The company manufactures different types of trucks. Its marketing division is located at Noida. Suggest a suitable organizational structure for this company giving reason in support of your answer. Also explain any three advantages of this structure of organising. **(4)**

Q16. A company has given the responsibility of increasing the sales by 20% to the sales manager. But, sales manager is not authorized to increase the advertisement expense. Moreover, he cannot appoint new salesmen. As a result, he was unable to achieve the target. Discuss the principle violated in this situation. Give two positive effects and one consequences of violation of this principle. **(4)**

Q17. Explain objectives and strategy as types of plan with an example? **(4)**

Q18. Ayesha Ltd. assured their employees that in spite of recession no worker will be retrenched from the job.

- i) Name and explain the type of incentive offered to the employees.
- ii) Explain one more incentive of the same category. **(4)**

Q19. "The Indian Corporate Sector has come face to face with several challenges due to government policy changes." Explain any four such challenges. **(4)**

Q20. "Planning and controlling are inseparable twins of management. How? **(5)**

Q21. "Delegation is a key element in effective organizing." Explain with the help of any five reasons. **(5)**

Q22. Principles of Taylor and Fayol are mutually complementary one believed that the management should share the gains with the workers, while the other suggested that employees compensation should depend on the earning capacity of the company and should give them a reasonable standard of living.

Identify and explain the Principles of Fayol and Taylor referred to in the above para. **(5)**

Q23. There are some barriers in communication which are concerned with encoding and decoding of message. Identify the type of barrier to communication and explain. **(6)**

Q24. What do you mean by 'off the job' methods of training? Briefly discuss its various methods. **(6)**

Q25. Ram and Shyam, running a shake centre, are discussing and deciding the targets of their business for the next year and ways and means to achieve these targets.

- i) Identify the function of management involved here.
- ii) State the steps followed in the process of this function of management. **(6)**