

FACULTY HIGHER SECONDARY SCHOOL
SAMPLE QUESTION PAPER FOR HALF YEARLY EXAMINATION 2019-20
CLASS – XII COMMERCE
SUBJECT – BUSINESS STUDIES

FULL MARKS – 80

1. Name that intangible force which creates productive relationships among resources of an organisation.
 - a. Organising
 - b. Staffing
 - c. Management
 - d. Directing

2. Management principles are formulated by
 - a. Observation
 - b. Experimentation
 - c. Personal experience
 - d. all of the above

3. Stock market condition is factor of which dimension of business environment ?
 - a. Social
 - b. Economic
 - c. Legal
 - d. Political

4. Name the type of plan in which the move of competitors is considered
 - a. Rule
 - b. Policy
 - c. Budget
 - d. Strategy

5. Which of the following is not an element of delegation ?
 - a. Accountability
 - b. Authority
 - c. Responsibility
 - d. Informal organisation

6. Which concept relates to streamlining the attributes of a person required for doing a job?
 - a. Training
 - b. Development
 - c. Recruitment
 - d. Staffing
7. Name the concept of introducing newly selected employees in the organisation.
 - a. Placement
 - b. Recruitment
 - c. Orientation
 - d. Estimation
8. Which of the following is not an element of directing ?
 - a. Motivation
 - b. Communication
 - c. Delegation
 - d. Supervision
9. Which of the following is a financial incentive ?
 - a. Promotion
 - b. Stock incentive
 - c. Job security
 - d. Employee participation
10. An efficient control system helps to
 - a. Accomplishes organisational objectives
 - b. Boosts employee morale
 - c. Judges accuracy of standard
 - d. All of the above
11. How does coordination ensure unity of action in management ? 1
12. Identify the nature of management when it is practised as personal application of existing knowledge to achieve desired results. 1
13. Which technique of Taylor is the extension of the principle of 'division of work' and 'specialisation' ? 1
14. "Successful organizations do not achieve their goals by chance but by following a deliberate action ". Identify the process highlighted here. 1
15. Distinguish between Delegation and Decentralization on the basis of freedom of action. 1
16. Name the process of stimulating and inspiring people at work to accomplish desired objectives. 1
17. Name the „on-the-job“ method of training that is used to give training to plumbers. 1

18. In an organization, employees always feel that they are under enormous unnecessary stress, as the manager does not provide any information about future plans but simply instructs them what to do. He also does not listen to any of the suggestions given by the subordinates. Identify the type of leadership style followed by the manager in the above situation. 1
19. Mr. Mohan, Financial manager of ABC Ltd., has prepared the annual Statement of proposed expenditure to be presented in the Annual General Meeting. Identify the type of plan formulated by the financial manager. 1
20. Give any one reason why principles of management are not rigid prescriptions. 1
21. State any three points of importance of directing function of management. 3
22. State any three measures to overcome the communication barriers. 3
23. Delegation is not a process of abdication. Comment 3
24. The Government of India has recently come up with an amendment of the Payment of Wages Act 1936, to allow employers of certain industries to make payment through various electronics modes of payments. The amendment will be applicable to all the public sector undertakings for wages disbursement using e- payment options. This is another milestone in the direction to further push to cashless economy. Identify and explain any two dimensions of business environment which relate to the above mentioned case. 4
25. Kavita recently joined as the human resource director of Arjun Vidyamandir School, a senior secondary educational institute. She observed that the school had an experienced medical team on its payroll. They regularly offered useful suggestions which were neither appreciated nor rewarded by the school authorities. Instead the school outsourced the task of maintenance of health records of the students and paid them a good compensation for their services. Because of this, the existing medical team felt disheartened and stopped giving useful suggestions. a) Identify the communication barrier discussed above. b) State the category of this communication barrier. c) Explain any other two communication barriers of the same category. 4
26. Recently a well known company has launched drinks of 10 different categories in order to beat its competitors. After taking this step the company's profit s and market share starts increasing rapidly. The marketing manager of the company suggest the idea to launch new drinks for the growth and prosperity of the business .
- (a) Identify and explain the type of plan highlighted in the above case.
- (b) Identify and explain the importance of planning mentioned in the above case by quoting the lines 4

27. Discuss the relationship between planning and controlling. 4
28. State any five functions performed by the manager who is working at the middle level management. 5
29. Rudraksh Ltd. is engaged in manufacturing high end luxury pens. The target production is 700 units daily. The company had been successfully attaining this target until three months ago. Over the last few month, it has been observed that daily productions varies between 600-650 units. I. Identify the function of management, which has been highlighted in the above context. II. Discuss the first four steps involved in the process of the function identified above. 6
30. Differentiate between Functional structure and Divisional structure. 6
31. Distinguish between Formal organization and Informal organization. 6
32. A public transport corporation has hired 2000 buses for the different routes for the passengers of metropolitan city. In order to fill vacancies, it advertised in the newspaper and number of applicants applied for the same. The company has to now undertake the process of selection to identify and select the best. Explain the first six steps involved in the process. 6
33. Flavours Ltd. was engaged in the business of making handmade chocolates. Lately, the business was expanding due to good quality and reasonable prices. As the demand was increasing, Flavours Ltd. decided to explore bakery products as well. In order to make bakery products the company directed its workforce to work overtime but this resulted in multiple problems. Due to increased pressure the efficiency declined and the workers had to take orders from more than one superior. Workers were overburdened and their health was also affected. Gradually the quality of the products begins to decline and market share also went down. The company realized that they had implemented changes without waiting for the required infrastructure. Identify and explain the principles/technique of Taylor/Fayol referred to in the above para. 6