

D.A.V. INSTITUTIONS, CHHATTISGARH

SAMPLE QUESTION PAPER-08: 2023-24

CLASS –XII

SUBJECT: BUSINESS STUDIES [054]

Time Allowed: 3 Hours

Maximum Marks: 80

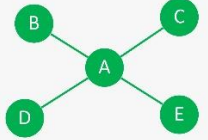
General Instructions:

1. This question paper contains 34 questions.
2. Marks are indicated against each question.
3. Answers should be brief and to the point.
4. Answers to the questions carrying 3 marks may be from 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 questions together.

1	<p>'Managers at all the levels need to perform the controlling function to keep a check on the activities in their respective areas of operation.' Which feature of controlling is being referred to ?</p> <p>(a) Controlling is a goal -oriented process.</p> <p>(b) Controlling is looking back.</p> <p>(c) Controlling is all pervasive.</p> <p>(d) Controlling is forward looking.</p>	1
2	<p>The principles of management are flexible because ____.</p> <p>(a) they aim at influencing the behavior of human beings.</p> <p>(b) they are dependent upon the prevailing situation.</p> <p>(c) they can be modified by a manager as per the situation.</p> <p>(a) they apply to all types of organizations.</p>	1
3	<p>Ex American President Bernard has called it the foundation of all group activities. It serves as the lubricant fostering for the smooth operations of the management process. Identify the element of directing.</p> <p>(a) Supervision (b) motivation (c) leadership (d) communication</p>	1

4	<p>The financial incentive offered over and above the wage/salary to an employee is ____.</p> <p>(a) Bonus.</p> <p>(b) productivity -linked wage incentive.</p> <p>(c) Profit sharing</p> <p>(d) Perquisite</p>	1
5	<p>Which of the following is not a function of stock exchange?</p> <p>(a) Pricing of securities</p> <p>(b) Safety of transaction</p> <p>(c) Holding securities in electronic form</p> <p>(d) Providing liquidity and marketability to existing securities</p>	1
6	<p>In today's dynamic business environment, companies are specializing in their core competency and divesting non-core businesses. In this context, one may cite the decision of Hindustan Unilever limited in divesting non-core businesses of chemicals and seeds. Some companies are outsourcing their non-core activities like share -transfer management and advertising to outside agencies. So much so ,that even core processes such as R&D, manufacturing and marketing are begin outsourced today. Thus, the significance of Business Process Outsourcing (BPO) and 'Knowledge process Outsourcing '(KPO) has increased. Identify the significance of principles of management highlighted here.</p> <p>(a) Providing managers with useful insight into reality.</p> <p>(b) Optimum utilization of resources.</p> <p>(c) Meeting changing requirements.</p> <p>(d) Scientific decisions.</p>	1
7	<p>A firm, New-range , shifts workforce from surplus department to those where there is shortage instead of laying them off .Which stage of staffing reveal the surplus/storage of workforce?</p> <p>(a) Recruitment</p> <p>(b) Training and Development</p> <p>(c) Estimating manpower requirement</p> <p>(d) Performance appraisal</p>	1
8	<p>Good health Ltd., a pharmaceuticals company ,has introduced mosquito repellent band under the brand name 'Jaddu ' in the wake of outbreak of dengue in various parts of the country. The product attracted many people from all age groups ,especially kids. However, the company failed to provide adequate guidance for its seal is opened .Because of this ambiguity, many buyers faces problems.</p> <p>Identify the consumer right which has been overlooked by the company.</p>	1

	(a)Right to safety (c)Right to be assured	(b)Right to be informed (d)Right to be heard	
9	<p>For the following two statement choose the correct option:</p> <p>Statement I: management to called an inexact science.</p> <p>Statement II: management deals with complex human behavior, which cannot be determined with accuracy.</p> <p>Choose the correct option from the option given below:</p> <p>(a)statement I is true and II is false (c)Both the statement are true</p> <p>(b)Statement II is true and I is false (d)Both the statement are false</p>		1
10	<p>Grouping of activities on the basis of functions from a:</p> <p>(a)Decentralized structure (c)Centralized structure</p> <p>(b)Function structure (d) None of these</p>		1
11	<p>Suhasini, a home science graduate from a reputed college, has recently done a cookery course. She wished to start her own venture with her teacher (mentor) who encouraged her. After analysis various options for starting her business venture, they shortlisted the option to sell readymade and 'ready to make' vegetable shakes and Sattu milk shakes. Then, they weighed the pros and cons of both the shortlisted options.</p> <p>Name the function of management being discussed above .</p> <p>(a) Organizing (b) Planning (c) Directing (d) Controlling</p>		1
12	<p>“Management principles are not as rigid as principles of pure science.”Which of the following best describes the given statement?</p> <p>(a) Management principles deal with human behavior and thus, are to be applied creativity given the demands of the situation</p> <p>(b) Principles of management are formed after research in work situations, which are technical in nature.</p> <p>(c)Principles of management contribute towards the development of management both as a science and as an art.</p> <p>(d)None of these</p>		1

13	 <p>The image represents:</p> <p>(a) Gossip network (b) probability network (c) cluster network (d) wheel network</p>	1
14	<p>Centralization refers to:</p> <p>(a) opening of a head office/centre of importance.</p> <p>(b) dispersal of decision -making authority.</p> <p>(c) creating division as profit centers.</p> <p>(d) retention of decision -making authority.</p>	1
15	<p>15.To get benefit of the hi-tech consumer who made use of computer more in their lives, TATA sons even launched a website for e-greetings.' Which dimension of business environment is reflected here?</p> <p>(a) Economic environment (b)Technological environment</p> <p>(c)Social environment (d) Political environment</p>	1
16	<p>Which of the following statements is not correct about recruitment?</p> <p>(a) Internal source of recruitment motivates the employee to improve their performances.</p> <p>(b) recruitment is a positive process.</p> <p>(c)process of recruitment proceeds selection.</p> <p>(d) external source of recruitment gives satisfaction to the existing employee.</p>	1
17	<p>Which of the following helped to eliminate the use of share certificate in physical form?</p> <p>(a)Dematerialization of securities. (b) Securities Exchange Commission</p> <p>(c) Depository Trust Company (d)Federal Depository Insurance corporation.</p>	1
18	<p>Arrange the following needs in the correct sequence of Maslow's Need Hierarchy theory of Motivation:</p> <p>(a) Affiliation/Belongingness Needs</p> <p>(b)Basic Physiological need</p> <p>(c)Esteem Needs</p> <p>(d)Self -actualization Needs</p>	1
19	<p>Apart from top level managers, placement agencies are suitable for which type of employees?</p>	1

	(a) Technical and professional personnel. (c) Fresh graduates	(b) Unskilled labors (d) All of these	
20	Using external sources for filling vacant positions: I. Gives a wider choice. II. Simplifies the process of selection. III. Instils a competitive spirit among the existing employee. IV. Does not infuse fresh talent in the organization.		1
21	Explain the type of training that is suitable to train the employee to handle highly sophisticated machinery and equipments. Or, A construction company got a contract for constructing a foot-over bridge. It appointed an engineer to take charge of the same. The engineer was instructed that the work should be completed within a period of two months with the maximum cost of 5,00,000. Any negative variation in the cost beyond 5% should be brought to the notice of authorities immediately. He was also asked to keep a special check on the supply of construction material as if it is not supplied in time then, the entire project would get delayed. Which concept (s) is /are being referred to in the given case? Discuss		3
22	Stock exchange acts as a regulator of the securities market. It creates a continuous market where the securities are bought and sold. It gives investors the chance to disinvest and reinvest. Through this process of disinvestment and reinvestment, savings get channelized into their most productive investment avenues. To ensure that the investing public gets a safe and fair deal in the market, the membership of the stock exchange is well regulated and its dealings are well defined according to the existing legal framework. It also ensures wider share of ownership by regulating new issues, better trading practices and taking effective steps in educating the public about investment. Identify and state any three functions performed by the stock exchange discussed in the above para.		3
23	Identify and explain the importance of a concept of management which aims at distribution of decision making responsibility among various hierarchical levels.		3
24	Differentiate between Function and Divisional Structure . Or How does planning lead to economy and efficiency? Explain briefly.		3
25	Komal bought a car worth ₹15,00,000. After driving it. She found that AC of the car stopped functioning. She approached that dealer who refused to look into the matter .		4

	<p>(a) Suggest her suitable authority where she can file a complaint under the consumer protection Act,2019.</p> <p>(b) What procedure will be followed by the concerned authority to redress her grievance ?</p>	
26	<p>The plant superintendent of Girish Mills was due to retire by the end of the year. In spite of the availability of experienced supervisors who can be promoted to handle this responsibility, still the human resource manager gave an advertisement in the 'Situation Vacant' column of the newspaper.</p> <p>(a) Which source of requirement was followed by the Human Resource Manager.</p> <p>(b) What are the benefits of this source of recruitment?</p> <p style="text-align: center;">Or</p> <p>Surtal Ltd. is a distributor of musical instruments. It has different departments, namely, purchase, quality control, Marketing and Finance headed by their respective managers. The company has almost 150 employees and has a high labor turnover rate. The company appoints a human resource manager to analyse the situation, who found that the communication flow in the organization is affecting the morale of the employee and manager. The workers fail to adjust with the physical and social aspect of work due to poor organizational structure, authority relationship and rule and regulations.</p> <p>Explain the problem identified above, state any two measures to improve the situation.</p>	4
27	What are the functions of packaging?	4
28	<p>Harish wanted to invest his surplus funds into some profitable opportunities. He was advised by his friend to buy the shares of some reputed companies. He did not know the formalities to be fulfilled for the same, so his friend acquainted him with a famous broker. The broker asked him to fill a client registration form and to open a Demat account</p> <p>(a) What is meant by Demat Account and what is its purpose?</p> <p>(b) List out the other steps that will be followed for the purpose of buying of shares through the stock exchange.</p>	4
29	<p>Malini is a well known businesswoman in the field of publishing. She owes the success of her business to her own education in business management and her team of certified management consultants. Therefore, she decided to send both her children Darshit and Pihu abroad to acquire a degree in business management in their individual area of expertise. She feels that all over the world there is marked growth in management as a discipline, but still it is not considered to be a full-fledged profession for certain reasons.</p> <p>(a). Explain the reason because of which Malini considers management as a discipline</p> <p>b) critically examine the various reasons because of which management is not considered to be a full-</p>	4

	fledged Profession.	
30	<p>Explain the concept of Democratic leadership and state its features.</p> <p style="text-align: center;">Or</p> <p>Write a short note on any four types of employment tests.</p>	4
31	<p>Alter Ltd., an electric equipment company, had the vision of becoming the national leader in the supply of solar equipments. To fulfil its mission, it had already set up a plant of manufacture solar equipments. The company realised that the marketing efforts need to be improved and given due importance as the demand and the usage of solar equipments is less in the country. Therefore, to concentrate more on marketing than production, it outsourced the work of preparing the solar panel to a multi-national company named solar House. First year saw a dramatic increase in the demand followed by regular supply. However, it could not and filed for bankruptcy. This led to a question make on the vision of Alter Ltd.</p> <p>(a)which limitation of planning is being highlighted in the above case ?</p> <p>(b)Discuss any five other limitations of planning.</p>	6
32	<p>32. A garment manufacturing unit is facing a problem of accumulation of obsolete stock due to frequent changes in the fashion industry. The Marketing Manager camp up with an idea to clear off the excess stock lying with them.</p> <p>They offered 'Free dinner coupons worth 500 on purchase of 6,000 and above.'</p> <p>(a)Which element of marketing mix helped the garment manufacturing unit to solve it's problem? Explain it.</p> <p>(b) Name the tool use and one of its limitations.</p> <p>(c) Identify and explain the Marketing Management philosophy begin followed by the company.</p> <p style="text-align: center;">Or,</p> <p>Ruchin approached Thomas Cook ,a Tour and Travel company ,to inquire about Europe tour packages available during summer vacations. The tour coordinator, Rahul , mentioned five different packages with different combinations of number of day/night packages. He selected one package of combination of Switzerland and Paris for 6 night/7 days and completed the procedure for the tour by submitting all the necessary documents along with the payment. He also asked about category of hotels (3 star or 4 star), climate of the touring countries, currency of these countries ,date of departure, name of the flight, any precaution to be taken, etc.</p> <p>(a) Identify and briefly explain the consumer rights which Ruchin availed above .</p> <p>(b) Mention any three responsibilities that a consumer should always keep in his mind while purchasing any good or availing service.</p>	6

33	<p>Reh Cables, a small cable manufacturing company, was facing a lot of problem in their manufacturing process. It had different functional departments headed by the functional managers. Each department had a goal to achieve. At times, the workers in the production department would get the instructions from the marketing manager as well. This caused a little confusion in the minds of the workers. To discuss the problems, the supervisor directly approached the managing Director who then called for an interdepartmental meeting with the production manager, marketing Director who then called for an interdepartmental meeting with the production manager, marketing manager, supervisors and the representative of the workers from both the departments.</p> <p>By quoting the relevant lines, identify the principles of management followed and violated in the above case.</p>	6
34	<p>Anand Ltd. was running a successful business of manufacturing and selling electric bulbs, decided to diversify in the field of electric cables. For this, it needed to install a new plant the minimum cost of which was ₹ 2 crores. It had retained earnings amounting to ₹ 50 lacs but the rest was to be raised from the market. The financial requirements could be fulfilled.</p> <p>(a) Which financial decisions are involved in the above case?</p> <p>(b). Discuss two factors each to be considered for the above mentioned financial decisions.</p> <p style="text-align: center;">Or</p> <p>'Sarah Ltd.' is a company manufacturing cotton yarn. It has been consistently earning good profits for many year. This year too, it has able to generate enough profits. There is availability of enough case in the company and good prospects for growth in future. It is a well managed organization and believes in quality, equal employment opportunity and good remuneration practices. It has many shareholders who prefer to receive a regular income from their investments.</p> <p>It has take a loan of 40 lakhs from IDBI and is bound by certain restrictions on the payment of dividend according to the terms of loan agreement.</p> <p>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.</p> <p>Quoting the lines from the above discussion identify and explain any three such factors.</p>	6
	