

	<p>Select the correct alternative:</p> <p>(a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).</p> <p>(b) Both Assertion (A) and Reason (R) are true but Reason (R) is not the correct explanation of Assertion (A).</p> <p>(c) Assertion (A) is true but Reason (R) is false.</p> <p>(d) Assertion (A) is false but Reason (R) is true.</p>	
9	<p>Star Ltd. is a garment manufacturing company. The company regularly scans business environment and constantly adapts itself to change in environment. Despite all these efforts, it has become difficult for the company to foresee future trends; and competition in the market affects the financial plan of the company. Identify the limitation of planning highlighted.</p> <p>(a) Leads to rigidity. (b) May not work in a dynamic environment</p> <p>(c) Reduces creativity (d) Involves huge cost</p>	1
10	<p>After completing a course in journalism ,when vidhu join a publication company ,she was assigned the challenging media coverage project by her superior.This helped to boost her self esteem and improve her confidence from day one. Identify the point of importance related to the concept being described in the above lines.</p> <p>a) Employees development. b) motivation of employee</p> <p>c) facilitation of growth. d) develop initiative among subordinates</p>	1
11	Which selection test is a measure of individuals potential for learning new skills.	1
12	How staffing ensures continuous survival and growth of the enterprise.	1
13	<p>Job enrichment is concerned with-</p> <p>A) Designing jobs with greater variety of work content</p> <p>B) Involving employees in decision making</p> <p>C) Promoting and employee</p> <p>D) Empowering and employee by giving more autonomy.</p>	1
14	<p>Use of technical jargon is which type of communication barrier</p> <p>A) Organizational B) Psychological</p> <p>C) Semantic D) Personal</p>	1
15	<p>According to a survey these days the young children have more power in purchasing decisions than ever before. The parents seek their kids opinion about all kinds of once adult decisions,including where to go for dinner, what kind of car to buy, even what to wear. Therefore, the retailers are adapting to this by enhancing their kids' sections. If the children want to shop in the store for this clothes, then there is a greater chance the parent will also see something they want to buy as well.</p> <p>Identify the type of plan being described in the above lines.</p>	1
16	<p>In order to motivate the workers in the factory to work overtime, Sunita decided to provide additional wages to the workers. On knowing this, a worker in her factory, Mamta, was very happy, whereas Gagan was disappointed as he preferred to go back home on time rather than working for overtime wages.</p> <p>identify the feature of motivation being described in the above lines.</p> <p>(a) Motivation is an internal feeling.</p> <p>(b) Motivation produces goal-directed behavior.</p> <p>(C) Motivation is a complex process.</p> <p>(d) Motivation can be either positive or negative.</p>	1
17	A manager obtains the required capital at 12% interest while the prevailing rate of interest	1

	<p>happens to be 10%</p> <p>How would you describe such a manager</p> <p>A) Effective C) Effective and efficient</p> <p>B) Efficient D) Inefficient</p>	
18	<p>Identify the level of management that is responsible for controlling the plans and strategies of the organisation.</p> <p>A) Top C) Middle</p> <p>B) Lower D) All</p>	1
19	<p>Name the concept that refers to the number of subordinates that can be effectively managed by a superior and determines the number of levels of management in the organisation.</p>	1
20	<p>If there is a plan to increase production, then more labour, and more machinery will be required. This step in the process of planning will involve organizing for labour and purchase of machinery. Identify the step in the planning process being discussed above</p> <p>(a) Identifying alternative courses of action (c) Selecting an alternative</p> <p>(b) Setting objectives (d) Implementing the plan</p>	1
21	<p>Write any three functions of HRM.</p>	3
22	<p>Kavita recently joined as the human resource director of Arjun Vidya Mandir School, a senior secondary education 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</p> <p>(a) Identify the communication barrier discussed above by quoting the lines along with its category. (b) Explain any other two communication barriers of the same category.</p>	3
23	<p>After completing a diploma in Bakery and Patisserie, Payal sets up a small outlet at Goa Airport to provide a healthy food option to the travelers. To begin with, she has decided to sell five types of patties, three types of pizzas and low sugar muffins in four flavors Thus, by deciding in advance what to do and how to do, she is able to reduce the risk of uncertainty and avoid overlapping and wasteful activities. But sometimes her planning does not work due to some unavoidable circumstances like cancellation of flights due to bad weather conditions, government alert etc. which adversely affects her clientele.</p> <p>(a) Identify and explain the points highlighting the importance of planning mentioned in the above paragraph. (b) Describe briefly the limitation of planning which adversely affects Payal's busines.</p>	3
24	<p>It is heartening that the implementation of compliance requirements of the Companies Act, 2013 has progressed substantially with NIFTY 500 companies. Data shows a significant increase in women's participation in the top management of Indian Companies from 5% few years ago to 13% now. Even companies which are not in NIFTY 500 have undertaken drives to increase women's participation across different areas of work. The government had also announced that it would support such companies. Identify the dimension(s) of business environment discussed above which brought about the change. Write two specific components of each dimension identified.</p>	3
25	<p>In 2015, Naveen left his luxurious life in Mumbai, where he worked as a manager for Blue Birds Ltd. He shifted to Begampur, Chhattisgarh to fulfill his grandmother's dream of converting their 25-acre ancestral land into a fertile farm. For this he set out specific goals</p>	4

	<p>along with the activities to be performed to achieve the goals. Every activity was a challenge since he was clueless about farming. He learnt about every activity from tilling the land to sowing, the seeds. To aid farmers, he launched his own company 'Innovative Agriculture Solutions Pvt. Ltd'. It was difficult initially as no one trusted an urban youth telling farmers about farming. But when everything was discussed in detail the farmers started taking interest. He wanted to ensure that the future events meet effectively in the best interests of the company. Through sales forecasting, he prepared an annual plan for production and sales. He also found that the farmers grew only paddy, which was an activity of 3-4 months and the land remained idle for the rest 8-9 months of the year. He not only identified but also evaluated various alternatives through which the farms could be utilized for the remaining months of the year. Through correct foresight and logical and systematic thinking based on analysis of all facts, all alternatives were examined and evaluated. He presented a plan to the farmers, where after harvesting paddy, vegetables could be grown. The above case highlights the features of one of the functions of management. By quoting lines from the above identify the features.</p>	
26	<p>The directors of Gunjan limited, an organization manufacturing color televisions, have asked their production manager to achieve at target production of 150 televisions per day. The production manager asked his foremen to achieve this target, but he did not give him the authority for the requisition of tools and materials from the stores department. The foremen could not achieve the desired target.</p> <p>A) Can the directors blame the production manager? Give reason for your answer. B) Can production manager blame his foremen for not achieving that target? Give the reason. C) Explain in brief the relevant principal of management relating to the situation in support of your answers.</p>	4
27	<p>A behavior study was done on total of 100 employees of an organisation. Group A (of 50 employees) was appreciated by the manager for their work and initiative for new ideas. All these employees were given option of flexible working hours and were paid wages at a higher piece rate. On the other hand, Group B (of remaining 50 employees) was criticized for their poor performance. Their increments were stopped and they were paid wages at a lower piece rate.</p> <p>(a) Identify and explain the feature of motivation highlighted in the above case (b) What type of leadership style is followed by the manager. Justify your answer. (c) State the features of leadership style identified in part (b).</p>	4
28	<p>Explain assumptions of Maslow's need hierarchy theory of motivation.</p>	4
29	<p>It is interesting to know that the menu items of the multinational food chains are customised to suit the general palates of the local people in the region. When McDonald's started its business in India in the year 1996, the company went through a complete localisation strategy. McDonald's changed its product menu to accommodate the vegetable burger given the large vegetarian population. It also altered its store design and even reduced the product price by close to fifteen percent. Also, the "McAloo Tikki burger" is not available anywhere but in the Indian outlets of McDonald's.</p> <p>A) Identify the relevant feature of business environment being discussed above. B) Also explain any three other features of business environment.</p>	4
30	<p>Identify the level of management whose basic task is to integrate diverse elements and coordinate the activities of different departments according to the overall objective of the organisation. Write down the functions of this level of management.</p>	4
31	<p>Devesh works as departmental head (Finance) in an electronics company. Although over the</p>	6

	<p>years, with experience he has been able to build upon his managerial skills in terms of creativity, imagination and initiative, yet he feels that the knowledge of certain underlying theories and principles of management is a must for any aspiring manager. This is primarily due to the fact that these principles are evolved through observations and tested through experimentation and help the managers to take scientific decisions. Thus, a manager requires both knowledge and certain skills to apply the related knowledge, in the given situations to be successful in his work. In context of the above case</p> <p>A) Identify and explain the two aspects of nature of management which Devesh thinks make a manager successful.</p> <p>B) Also, explain the specific feature of one of the aspects of nature of management as identified in part (a) of the question which distinguishes it from other physical sciences like Biology, Physics, Chemistry,</p>	
32	<p>Aavsha, the marketing head; Raman, the assistant manager; and Jyoti, the human resource manager of Senor Enterprises Ltd. decided to leave the company. The chief executive officer of the company called Jyoti, the human resource manager, and requested her to fill up the vacancies before leaving the organisation. Informing that her subordinate, Miss Alka Pandit, was very competent and trustworthy, Jyoti suggested that if she could be move up in the hierarchy, she would do the needful. The chief executive officer agreed for the same. Miss Alka Pandit contacted Keith Recruiters who advertised for the post of marketing head for Senor Enterprises Ltd. They were able to recruit the suitable candidate for the company. Raman's vacancy was filled up by screening the database of unsolicited applications lying in the office.</p> <p>(a) Name the methods of internal/external sources of recruitment used by Senor Enterprises Ltd. to fill up the stated vacancies are stated below</p> <p>(b) Also, state any one merit of each of the above identified sources of recruitment.</p>	6
33	<p>As a students of a management cours Karan and Kunal were asked to prepare a project repot on applicability of principles of management in real business situatios. In order to conduct the survey Kunal had selected an outlet of a popular chain of fast food restaurant whereas Karan visited a nearby departmental store. When Kunal presented his report to the class, Karan realise that their observation were matching on various grounds. In both the business units , Work is divided into Small tasks and each is performed by a trained employee. A set of rules are predetermined and communicated to the employees for compliance and there is a fixed place for everything and all employees have been allotted individual space. Moreover, the managers encourage a spirit of mutual trust and belongingness among the employees so that the need for imposing penalties is reduced.</p> <p>(a) Identify and explain the various principles of management being desribed above.</p> <p>(b) How are the principles of management different from values?</p>	6
34	<p>As the head boy and head girl of Vandana Public School', Saksham Rai and Garima Chawla have been the responsibility of hosting the Teacher's Day programme in the school. In order to conduct the programme in a systematic way, Saksham and Garima first called a meeting of the student council. In the meeting, they decided about the content of the programme after taking into consideration the different available alternatives and choosing the best alternative among them. Then the various tasks required to be performed were identified and divided in accordance with predetermined schedule made by them. After that they grouped the similar activities into main groups as skit group, choir, instrumental music group and contemporary dance group. Then each group was placed under the charge of a council member in accordance with his/ her skills and competencies. These council members were in turn informed that they have to take orders and will be accountable only to Saksham and Garima so as to facilitate coordination amongst various groups. In context of the above case:</p> <p>A) Identify and explain the function of management being discussed</p> <p>B) Describe briefly any four points highlighting the importance of one of the functions of</p>	6

	Management as identified in part (a) of the question.	
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O.S.D.A.V.Public School, Kaithal
Half Yearly Examination (2024-25)
Subject - Business Studies(Marking scheme)
CLASS-XII.

Set-B

Time:3hrs

MM-80

General Instructions:

All questions are compulsory.

1	Esprit de corps	1
2	Time Study	1
3	C) Assertion A is true but Reason R is false	1
4	Development of each and every person to his or her greatest deficiency and prosperity.	1
5	Dynamic	1
6	Legal environment	1
7	Legal environment	1
8	A) Both assertion and reason are true and reason is the correct explanation of assertion	1
9	B) may not working dynamic environment	1
10	B) motivation of employee	1
11	Aptitude test	1
12	By succession planning	1
13	Designing jobs with greater variety of work content	1
14	C) semantic barrier	1
15	Strategy	1
16	C) motivation is a complex process	1
17	A and D	1
18	D) All	1
19	Span of management	1
20	D) implementing the plan	1
21	Functions of HRM I) recruitment that is search for qualified people. II) analysing jobs collecting information about jobs to prepare job descriptions III) developing compensation and incentive plans IV) training and development of employees for efficient performance and career growth. Or any three functions	3

22	<p>A) Lack of proper incentive. Category is personal barrier</p> <p>B) Unwillingness to communicate, fear of challenge of authority, lack of confidence of superior over subordinate.</p> <p>Any Two barriers.</p>	3
23	<p>A) Planning reduces risk of uncertainty and planning reduces overlapping and wasteful activities.</p> <p>B) Planning may not working dynamic environment.</p> <p>With explanation</p>	3
24	<p>Social Entertainment: death rate and birth rate, tradition and values</p> <p>Political environment : ideology of political parties and relationship with neighbouring country</p> <p>Economic environment: share market indices, national income, GDP, interest rate.</p>	3
25	<p>A) Planning is futuristic-"he wanted to ensure that the future events meet effectively in the best interest of the company"</p> <p>B) Planning involves decision making-"he not only identified but also evaluated videos alternative through which-----"</p> <p>C) Planning is a mental exercise: "through correct four site and logical and systematic thinking based on analysis of all effects-----"</p> <p>D) Planning is goal oriented:"he presented a plan to the formal wear after harvesting paddy-----"</p>	4
26	<p>A) Yes, the directors can blame the production manager because directors as given authority responsibility and accountability to the production manager even though the production manager has deleted his authority to foremen still he will remain responsible for the final outcome and directors can ask him.</p> <p>B) No, the production manager cannot blame foremen for not completing the task because production manager has not given him the required authority to get the tools and material from the stores department and moreover production manager has delegated the authority and still he will remain responsible for the final outcome.</p> <p>C) Principle of authority and responsibility. This principle states that their must be balance between a 30 and responsibility imbalance between authority and responsibility may lead to misuse of authority or result might not be achieved.</p>	4
27	<p>A) Motivation can be positive or negative</p> <p>B) Autocratic leadership style because manager health use reward and punishment theory and only in automatic leadership style this thing can be used.</p> <p>C) In automatic leadership style all the decisions are taken by the leader. It is 'I'style leadership style. There is one way communication usually. Quick decision making is also facilitated in this kind of leadership.</p>	4
28	<p>Assumptions Maslow's need hierarchy theory:</p> <p>a) peoples behaviour is based on their needs. Satisfaction of such needs in blancis where behaviour.</p> <p>b) peoples need are in hierarchical order starting from basic needs to other high level needs.</p> <p>c) a satisfied need can no longer motivate a person; only next high level need can motivate him.</p> <p>d) a person moves to the next high level of the hierarchy only when the lower need is satisfied.</p>	4
29	<p>A) Relativity</p> <p>B) Complexity</p>	4

	<p>Interrelatedness Dynamic Totality of all external forces Specific and general forces Any three with explanation</p>	
30	<p>A) Top level B) Basic task is to integrate diverse elements and co-ordinate the activities of different departments. The top management is responsible for the welfare and survival of the organisation They analyse the business environment and its implication for the survival of the firm. They formulate overall organisational goals and strategies for their achievement.</p>	4
31	<p>A) Management as an Art Management as science with explanation and comparison with management . B) Universal validity</p>	6
32	<p>A) Promotion, casual callers, placement agencies and consultancy Services. B) Promotion: employees get motivated No need of induction training Casual callers: saves time and money both Suitable for middle level and lower level. Placement agencies and consultancy Services: wider choice suitable for Top level</p>	6
33	<p>A) Division of work Discipline Esprit de corps Order With explanation B) Values are something which are acceptable or desirable they have morall connotatuons, values are general rules for behaviour of individual in society form through common practices whereas principles are basic truth and general guidelines for behaviour vichar formed after research in work situations.</p>	6
34	<p>A) Organising:It refers to dividing work, assigning duties,departmentation and establishing reporting relationship. B) Any Four points of importance of organising.</p>	6



O.S.D.A.V.Public School, Kaithal
 Half Yearly Examination (2024-25)
 Subject - Business Studies
 CLASS-XII.

Set-B

Time-3hrs

MM -80

General Instructions

All questions are compulsory.

1	<p>Identify the reason which makes management important in the light of the fact that it is generally seen that individuals in an organisation resist change, as a change often means moving from a familiar, secure environment into a newer and a more challenging one.</p> <p>a) Management helps in achieving group goals b) Management creates a dynamic organisation c) Management increases efficiency d) Management helps in the development of society.</p>	1
2	<p>Management has its own vocabulary of terms and concepts. Managers need to communicate with one another with the help of a common vocabulary for the better understanding of their work situations.</p> <p>Which characteristic of Management as a science is highlighted in the above statement.</p> <p>A) Principles based on experimentation B) Systematized body of knowledge C) Universal validity D) Personalised application</p>	1
3	<p>Read the following statement-Assertion (A) and Reason (R). Choose one of the correct alternatives given below.</p> <p>(a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A). (b) Both Assertion (A) and Reason (R) are true but Reason (R) is not the correct explanation of Assertion (A). (c) Assertion (A) is true but Reason (R) is false. (d) Assertion (A) is false but Reason (R) is true.</p> <p>Assertion (A): Principles of management provide managers with useful insights into reality. Reason (R): Adherence to these principles will increase managerial efficiency by increasing their knowledge, ability and understanding of managerial problems.</p>	1
4	<p>M/s JK. Computers' is a small organisation engaged in assembling of computers. In this organisation, decision making rests with the top management while the middle level is involved only in the implementation of the plans. On the other hand, Progressive Computers Ltd.' is a large company where a number of people from each level are involved in the decision-making process. The application of the principle of 'Centralisation and Decentralisation is different in the two organisations as the situation in each enterprise is not same.</p> <p>From the following, identify the nature of principles of management:</p> <p>(a) Mainly Behavioural (b) Contingent (c) Flexible (d) Universal</p>	1
5	<p>In today's dynamic business environment, companies are specialising 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,</p>	1

14	<p>-----includes job title, duties, responsibilities, date when continuous employment starts and the basis for calculating service, rate of pay ,allowances, hours of work, leave, rules termination of employment etc.</p> <p>A) Job description C) Contract of employment</p> <p>B) Job specification D). Job offer</p>	1
15	Name the source of recruitment which provide wide service in matching personnel demand and supply. They compile biodata of a large number of candidates and recommend suitable names to their clients.	1
16	In an organisation all the employees take things easy and are free to approach anyone for minor queries and problems. It has resulted in loss of secrecy and confidential information being leaked out. What system do you think the managers should adopt to improve communication?	1
17	To create a desire among employees to perform to the best of the ability is an important element of directing. Name it.	1
18	<p>In order to motivate the workers in the factory to work overtime, Sunita decided to provide additional wages to the workers. On knowing this, a worker in her factory, Mamta, was very happy, whereas Gagan was disappointed as he preferred to go back home on time rather than working for overtime wages.</p> <p>identify the feature of motivation being described in the above lines.</p> <p>(a) Motivation is an internal feeling. (b) Motivation produces goal-directed behavior. (C) Motivation is a complex process. (d) Motivation can be either positive or negative.</p>	1
19	<p>Identify the level of management that is responsible for controlling the plans and strategies of the organisation.</p> <p>A) Top. C) Middle</p> <p>B) Lower D) All</p>	1
20	<p>Super Fine Rice Ltd. has the largest share of 55% in the market. The company's policy is to sell only for cash. In 2015, for the first time company's number one position in the industry has been threatened because other companies started selling rice on credit also. But the managers of Super Fine Rice Ltd. continued to rely on its previously tried and tested successful plans which didn't work because the environment is not static. This led to decline in sales of Super Fine Rice Ltd. The above situation is indicating two 'limitations of planning which led to decline in it sales. Identify them.</p> <p>(A) Planning creates rigidity (B) Planning reduces creativity (C) Planning involves huge costs (D) Planning does not guarantee success</p> <p>(i) A and B (ii) B and C (iii) Band D (iv) A and D</p>	1
21	<p>After completing a diploma in Bakery and Patisserie, Payal sets up a small outlet at Goa Airport to provide a healthy food option to the travellers. To begin with, she has decided to sell five types of patties, three types of pizzas and low sugar muffins in four flavors Thus, by deciding in advance what to do and how to do, she is able to reduce the risk of uncertainty and avoid overlapping and wasteful activities. But sometimes her planning does not work due to some unavoidable circumstances like cancellation of flights due to bad weather conditions, government alert etc. which adversely affects her clientele.</p> <p>(a) Identify and explain the points highlighting the importance of planning mentioned in the</p>	3

	above paragraph. (b) Describe briefly the limitation of planning which adversely affects Payal's business.	
22	Write first three steps of the process of Staffing	3
23	Write any three assumptions of Maslow's need hierarchy theory of motivation.	3
24	National Digital Library of India (NDL India) is a pilot project initiated by the HRD ministry. It works towards developing a framework of virtual repository of learning resources with a single-window search facility. It provides support to all academic levels including researchers, life-long learners and differently abled learners free of cost. Identify the dimension(s) of business environment highlighted above. Write two specific components of each dimension identified.	3
25	Esha works as the cost and risk management head of a company in a power sector. As a result of her excellent managerial competence, the company is able to reduce cost and increase productivity. The company belongs to the infrastructure sector, wherein regular amendments are made in the government regulations and policies She holds regular meetings to ensure that people in her department are not only aware of the related changes but are also able to adapt to these changes effectively. This helps the company to maintain its competitive edge. She motivates and leads her team in such a manner that individual members are able to achieve personal goals while contributing to the overall organizational objective. In the process of fulfilling her duties for the growth of the organization, she helps to provide competitive services, adopting new technology, creating more employment opportunities, etc. for the greater good of the people at large. In the context of the above case- Identify the various reasons that have made management so important by quoting lines from the paragraph.	4
26	It is interesting to know that the menu items of the multinational food chains are customised to suit the general palates of the local people in the region. When McDonald's started its business in India in the year 1996, the company went through a complete localisation strategy. McDonald's changed its product menu to accommodate the vegetable burger given the large vegetarian population. It also altered its store design and even reduced the product price by close to fifteen percent. Also, the "McAloo Tikki burger" is not available anywhere but in the Indian outlets of McDonald's. A) Identify the relevant feature of business environment being discussed above. B) Also explain any three other features of business environment.	4
27	In 2015, Naveen left his luxurious life in Mumbai, where he worked as a manager for Blue Birds Ltd. He shifted to Begampur, Chhattisgarh to fulfill his grandmother's dream of converting their 25-acre ancestral land into a fertile farm. For this he set out specific goals along with the activities to be performed to achieve the goals. Every activity was a challenge since he was clueless about farming. He learnt about every activity from tilling the land to sowing, the seeds. To aid farmers, he launched his own company 'Innovative Agriculture Solutions Pvt. Ltd'. It was difficult initially as no one trusted an urban youth telling farmers about farming. But when everything was discussed in detail the farmers started taking interest. He wanted to ensure that the future events meet effectively in the best interests of the company. Through sales forecasting, he prepared an annual plan for production and sales. He also found that the farmers grew only paddy, which was an activity of 3-4 months and the land remained idle for the rest 8-9 months of the year. He not only identified but also evaluated various alternatives through which the farms could be utilized for the remaining months of the year. Through correct foresight and logical and systematic thinking based on analysis of all facts, all alternatives were examined and evaluated. He presented a plan to the farmers, where after harvesting paddy, vegetables could be grown. The above case highlights	4

	the features of one of the functions of management. By quoting lines from the above identify the features.	
28	<p>Ravi limited is a company manufacturing toys. The company choose two diversif operations to improved growth potential and increase market share. After revaluating the various available alternative, the managing director ,Mr Atul Kamra ,decided that they should add electronic games as a new line of business activity.</p> <p>A) Name the framework which the diversifying organisation should adopt. B) State any three limitations of this framework.</p>	4
29	<p>Kavita recently joined as the human resource director of Arjun Vidya Mandir School, a senior secondary education institute. She observed that the school had an experlenced 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 medleal team felt disheartened and stopped giving useful suggestions</p> <p>(a) Identify the communicatlon barrier discussed above by quoting the lines along with its category. (b) Explain any other two commmunication barrlers of the same category.</p>	4
30	<p>A behaviour study was done on total of 100 employees of an organisation. Group A (of 50 employees) was appreciated by the manager for their work and initiative for new ideas. All these employees were given option of flexible working hours and were paid wages at a higher piece rate. On the other hand, Group B (of remaining 50 employees) was criticized for their poor performance. Their increments were stopped and they were paid wages at a lower piece rate.</p> <p>a) Identify and explain the feature of motivation highlighted in the above case (b) What type of leadership style is followed by the manager. Justify your answer. (c) State the features of leadership style identified in part (b).</p>	4
31	<p>Narsimha belongs to a small village in Varanasi. Being the only literate person in his immediate family, he decides to settle in a city. So, he opens a sweets shop in Chandni Chowk, Delhi, as he possesses extraordinary culinary skills. Very soon, he starts getting requests from his cousins in the village to engage them in some kind of job in his business. Considering it to be his moral obligation, he engages five of his cousins in his business without paying any specific attention to their individual capabilities. This leads to wastage of materials, time, effort and energy, resulting in lower productivity and poor quality of products. As a result, the profitability of his business starts falling. Soon, he realised that for the success of the business, it is essential that the right kind of people must be available in the right number at the right time.</p> <p>In the context of the above case-</p> <p>(a) Identify and explain the function of management that has been overlooked by Narsimha. (b) Describe briefly the importance of the function of management as identified in parta).</p>	6
32	<p>As the head boy and head girl of Vandana Public School', Saksham Rai and Garima Chawla have been the responsibility of hosting the Teacher's Day programme in the school. In order to conduct the programme in a systematic way, Saksham and Garima first called a meeting of the student council. In the meeting, they decided about the content of the programme after taking into consideration the different available alternatives and choosing the best alternative among them. Then the various tasks required to be performed were identified and divided in accordance with predetermined schedule made by them. After that they grouped the similar activities into main groups as skit group, choir, instrumental music group and contemporary dance group. Then each group was placed under the charge of a council member in</p>	6

	<p>accordance with his/ her skills and competencies. These council members were in turn informed that they have to take orders and will be accountable only to Saksham and Garima so as to facilitate coordination amongst various groups. In context of the above case:</p> <p>A) Identify and explain the function of management being discussed.</p> <p>B) Describe briefly any four points highlighting the importance of one of the functions of Management as identified in part (a) of the question.</p>	
33	<p>Hina has been appointed as the Chief Organiser of a week-long cultural event. Being a staunch follower of scientific management, she decides to execute her work by putting into practice the various techniques of scientific management. On the basis of several observations, she is able to determine that the standard time taken by the security officer at the gate to check the credentials of each visitor is 30 seconds. So, she decides to employ two persons on this job for every function along with the other necessary support staff. She considers the fact that every day, the functions will take place in three shifts of four hours each, therefore it is important to give breaks to the support staff even in a single shift to take her/his lunch etc. Moreover, on introspection, she determines that the best way to distribute refreshment boxes to the visitors will be to hand them over to them at the exit gate as it would help to save time and eliminate any kind of confusion. In the context of the above case, identify and explain the various techniques of work study which have been put into practice by Hina by quoting the lines.</p>	6
34	<p>Aman, Ahmad and Ally are partners in a firm engaged in the distribution of dairy products in Maharashtra. Aman is a holder of Senior Secondary School Certificate from Central Board of Secondary Education with Business Studies as one of his elective subjects. Ahmad has done his post graduation in History and Ally in Dairy Farming. One day there was a serious discussion between Ahmad and Ally regarding the nature of management. Ahmad argued that management is a profession, whereas, Ally argued against it saying that the legal and medical professions are the only professions because they fulfil all the conditions of profession. Aman on the basis of his knowledge of Business Studies explained the nature of management as a profession to Ahmad and Ally.</p> <p>Explain how Aman would be able to satisfy both Ahmad and Ally.</p>	6



O.S.D.A.V.Public School, Kaithal
Half Yearly Examination (2024-25)
Subject - Business Studies(Marking scheme)
CLASS-XII.

Set-A

Time:3hrs

MM-80

General Instructions:

All questions are compulsory.

1	B) management creates a dynamic organisation.	1
2	B) systemetised body of knowledge	1
3	A) is Darshan and reason are true and reason is the correct explanation of assertion.	1
4	C) flexible	1
5	C) division of work	1
6	Stability of personal	1
7	Specific and general forces	1
8	Social	1
9	A) both session and reason are true and reason is the correct explanation of assertion	1
10	D) implementing the plan	1
11	Strategy	1
12	Delegation	1
13	Span of management	1
14	C) contract of employment	1
15	Placement agencies	1
16	Formal communication	1
17	Motivation	1
18	C) motivation is a complex process	1
19	D) all	1
20	IV) A &D	1
21	A) Planning reduces risk of uncertainty and planning reduces overlapping and wasteful activities. B) Planning may not working dynamic environment. With explanation	3
22	1) Estimating manpower requirement 2) Recruitment	3

	3) Section. With explanation	
23	<p>Assumptions Maslow's need hierarchy theory:</p> <p>a) peoples behaviour is based on their needs. Satisfaction of such needs in blancis where behaviour.</p> <p>b) peoples need are in hierarchical order starting from basic needs to other high level needs.</p> <p>c) a satisfied need can no longer motivate a person; only next high level need can motivate him.</p> <p>d) a person moves to the next high level of the hierarchy only when the lower need is satisfied.</p>	3
24	<p>Technical environment - innovation and ways of production</p> <p>Political environment - ideology of political parties and relationship with neighbouring country</p> <p>Social- death rate and birth rate, values and traditions</p>	3
25	<ol style="list-style-type: none"> 1) Management helps in achieving social objective-"creating more employment opportunities for the greater good of the people at large. 2) Management helps in achieving personal objective-"she wrote your team in such a manner that individual members are able to achieve personal goals. 3) Management makes an organisation dynamic-"she holds regular meetings to ensure that people in her department or not only aware of the related changes but are also able to adopt to these changes effectively". 4) Management help in achieving organisation goal-"----individual members are able to achieve personal goals while contributing to the overall organisational objective" 	4
26	<p>Relativity</p> <p>Complexity</p> <p>Interrelatedness</p> <p>Dynamic</p> <p>Totality of all external forces</p> <p>Specific and general forces</p> <p>Any three with explanation .</p>	4
27	<p>Planning is futuristic-"he wanted to ensure that the future events meet effectively in the best interest of the company"</p> <p>Planning involves decision making-"he not only identified but also evaluated videos alternative through which-----"</p> <p>Planning is a mental exercise: "through correct four site and logical and systematic thinking based on analysis of all effects-----"</p> <p>Planning is goal oriented:"he presented a plan to the formal wear after harvesting paddy-----"</p>	4
28	<p>A) Divisible organisation structure</p> <p>B) 1) conflict may arise among different reasons with reference from education of funds and further a particular division may see to maximize its profits at the cost of other divisions</p> <p>2) it may lead to increasing cost since their maybe duplication of activities across product</p> <p>3) it provides manager with the authority to supervise all activities related to a particular division. In course of time such a manager me again power and in a bid to assert his independence may ignore organisational interest</p>	4
29	<p>Lack of proper incentive. Category is personal barrier</p> <p>Unwillingness to communicate, fear of challenge of authority, lack of confidence of superior over subordinate.</p> <p>Any Two barriers.</p>	4

30	<p>Motivation can be positive or negative Autocratic leadership style because manager health use reward and punishment theory and only in automatic leadership style this thing can be used. In automatic leadership style all the decisions are taken by the leader. It is 'l'style leadership style. There is one way communication usually. Quick decision making is also facilitated in this kind of leadership.</p>	4
31	<p>A) Staffing: staffing is a process of recruiting and selecting the competent workforce and placing it at right place. 1) helps in discovering and obtaining competent personnel for various jobs 2) make for hire performance by putting right person on the right job. 3) ensure the continue survival and growth of the enterprise through the succession planning for managers. 4) helps to ensure optimum utilization of human resources by avoiding overmanning and undermanning.</p>	6
32	<p>A) Organising:It refers to dividing work, assigning duties,departmentation and establishing reporting relationship. B) Any Four points of importance of organising.</p>	6
33	<p>Fatigue study Method study Time Study With explanation and objectives</p>	6
34	<p>Management as profession with explanation,comparison and conclusion.</p>	6