



OSDAV PUBLIC SCHOOL, KAITHAL  
JULY UNIT TEST (2024-25)  
CLASS -12(BUSINESS STUDIES)

Set A

MM-40.

Time-1.5 hrs

1	Ramesh is working in Oilex Ltd a company manufacturing air purifiers .He found that the profits has started declining from last six months .Profit has an implication for the survival of the firm ,so he analyzed the business environment to find out the reasons for this decline .Identify the level of management at which Ramesh is working.	1
2	In the festive season Isha industries a leading manufacturer of gift items decided to reduce the rest intervals of workers from 30 minutes to just 7 minutes. However, due to heavy work load and reduction in time of rest in travels efficiency of workers when down and it led to fall in production level instead of rising. Which technique of scientific management should be followed by Isha industries?	1
3	Adherence to principle of management improve knowledge and ability of managers and provides better understanding of managerial situations and circumstances. What does the above statement signify about principles of management.	1
4	The truth, managers are born has been replaced with managers are made. What nature of management is highlighted here?	1
5	Even when members of a department willingly cooperate and work, a manager has to co-ordinate the efforts of different people in a conscious manner. Identify the characteristic of coordination discussed here.	1
6	Which characteristic of business environment is highlighted when general business conditions differ from country to country, region to region and place to place. (a)Uncertainty (b). Complexity (c). Inter-relatedness (d). Relativity	1
7	Several initiatives have been undertaken by the government of India to encourage domestic manufacturing and export of defence equipments. Make in India in defence was one such scheme launched by the government to encourage companies across the world to manufacture defence products in India.To which dimension of business environment does the above case relates to A) Economic environment                      B) Legal environment C) Political environment.                      D) Social environment	1
8	Specialist use to see different organisational processes and problems from their own point of view based on their fields of speciality. To achieve balance between these points of view there arises a need for a concept known as A) Coordination                                      B) Specialization C). Functional differentiation                      D) Management by exception	1
9	To become a chartered accountant in India, a candidate has to clear a specified examination conducted by the institute of chartered accountants of India. Which feature of profession is being revealed? A) Ethical code of conduct B) Restricted entry C) Well defined body of knowledge D) Professional association.	1

10	<p>The Trademarks Act, 1999 prevents the use of fraudulent marks on products and provides protection to the consumers against such products. No business concerns can copy or duplicate the registered trademarks of an existing company. Which dimension of Business Environment is referred to?</p> <p>(a) Economic dimension    (b) Legal dimension (c) Social dimension        (d) Political dimension</p>	1
11	<p>Mr Peters set up a football manufacturing factory .The design of the work tables was such that the worker had to bend down to pick up the raw materials get onto a stool and put the raw material inside the machine .The machine is placed at a higher level then where the workers could not reach without getting onto the stool.Mr Peter observed this and noted down all the movements being done by the workers .He realised that the movements of bending down and getting onto this tool to put the raw materials into the machine were very time-consuming, led to increasing the fatigue of workers and slowdown in the production process .On the basis of the given information about Mr Peter answer the following questions:</p> <p>(a) which Technique has helped Mr Peter realise the problem with the production process? (b)Suggest to Mr Peter the solution to the above problem .</p>	3
12	<p>After the announcement of demonetisation of Rs.500 and Rs.1000 currency notes by the government of India,there has been a sharp increase in the number of downloads for mobile applications like Paytm,payPal,e-wallet etc.usage of digital currency and online payment system driven by UPI ,wallets and cards is on the rise as consumers are increasingly opting for e-commerce platforms .There have been very strong reactions from general public platforms likeTwitter,Instagram etc.where some groups are supporting the decision while many others groups are opposing it. On the basis of above information identify and explain the dimensions of business environment highlighted in the case.</p>	3
13	<p>Gangadhar is a worker in Liberty industries a shoe making company. He is regularly provided instructions by one of his superior. Another superior lays down the sequence of operations. His speed ,efficiency and quality of work are also supervised by different superiors. All are specialised in their respective fields.</p> <p>a) Identify and explain the scientific technique of management followed by liberty industries. b) Which principle of Fayol is not applicable in this kind of organisation.Name by quoting relevant lines.</p>	3
14	<p>According to the Principle of Order if there is a fixed place for everything and it is present there, then there will be no hindrance in the activities of business/factory. This will further lead to increased productivity and efficiency of the employees.</p> <p><b>(a) What does the above statement tell about the nature of the Principles of Management?</b> <b>(b) Also discuss two other features of the Principles of Management</b></p> <p style="text-align: center;">Or</p> <p>State the principle of Scientific Management given by F.W.Taylor, according to which each employee should be scientifically selected and then work assigned should suit her/his physical, mental and intellectual capabilities.</p> <p><b>Also discuss three other principles of Scientific Management.</b></p>	3
15	<p>With the 'Work from Home' gaining popularity during the Covid-19, the companies required the digital tools that could monitor employees in real time in order to track their productivity. A reputed company that wanted to use one such tool checked the market and found the applications such as StaffCop, Teramind, Hubstaff and TimeDoctor. All these include real-time activity tracking, can take screenshots of workers' computers at regular intervals, and record</p>	4

	<p>screens. After carefully analyzing the features of the different applications, they decided to opt for Hubstaff app as it suited their needs the best.</p> <p>(a) Identify the dimension of business environment that is being referred to in the above case.</p> <p>(b) By quoting the relevant line, identify one point of importance of the business environment for the company.</p> <p>(c) Discuss any two features of Business Environment.</p>	
16	<p>The purchase ,production and sales manager at Sharda limited ,a firm manufacturing readymade garments are generally at a conflict as they have their own objectives. Usually each thinks that only they are qualified to evaluate, judge and decide on any matter according to their professional criteria.</p> <p>A)Name and define the concept which will be required by the CEO to reconcile the differences in approach, interest or opinion in the organisation .</p> <p>B) Also discuss any two points of importance of the concept identified which is not discussed in the above lines.</p>	4
17	<p>Yogi is working as a general manager of alliance computers Ltd. He has the authority to make purchases for the organisation and also to appoint employees.Yogi miss uses his authority and grants an order of office stationery to his sister's concern while the same products were available at a cheaper rate with other suppliers. While appointing to office executives he gives preference to Mohan over Mamtaz because Mohan is a Hindu like Yogi himself is and also because he prefers male implies over females .Yogi also has a habit of not letting the employees put forward any suggestions for improvement in work and productivity .He expects them to just follow his orders. Employees are also dissatisfied as they don't get fair wages for the work they put in.On the basis of the given information about alliance computers Ltd answer the following questions:</p> <p>Identify and explain various principles of management which are being violated in alliance computer limited by quoting the relevant lines from the case to support your answer.</p>	4
18	<p>Radha is working as a Chief Executive Officer (CEO) in Alpha Ltd.' Vipul is working as a Production Manager in the same organization though he does not possess any specific degree for this post. Pratap is also working in this organisation and constantly interacts with the workers and explains to them the plans drawn by middle level management and spends a lot of time correcting the work of Divesh, who is a new worker, and motivating him.</p> <p>(i) Identify the level of management at which Radha is working.</p> <p>(ii) Identify the level of management at which Vipul is working.</p> <p>(iii) In spite of not possessing any specific degree, Vipul is working as a Production Manager in 'Alpa Ltd.' This reflects that management does not strictly meet one of the following criteria of a profession. Identify the criterion/feature.</p> <p>(iv) At which level of management is Pratap working?</p> <p>(v) As a Production Manager, state any one function that Vipul would perform.</p> <p>(vi)State any one function that Pratap would have to perform in addition to those mentioned in the above case.</p>	6



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1	Top	1
2	Fatigue Study	1
3	Principles provide useful insight in to reality	1
4	Management is an Art.	1
5	Coordination is a deliberate function	1
6	D) relativity	1
7	C) Political	1
8	A) Coordination	1
9	B) Restricted entry	1
10	B) legal Environment	1
11	A) Motion Study B) Productive moments should be taken care incidental moments should be reduced Unproductive moments should be eliminated.	3
12	Political environment Social environment Technological environment Any two with explanation	3
13	a) Functional foremanship b) Unity of command	3
14	(a) The statement suggests that the Principles of Management are: Cause and Effect relationship -The principle of order is based on a cause-and-effect relationship (fixed place for everything leads to no hindrance, increased productivity, and efficiency), indicating a scientific approach to management.  (b) Two other features of the Principles of Management are:  - Flexibility: Management principles are flexible and can be adapted to suit different situations and organizations. While the principle of order emphasizes the importance of a fixed place for everything, it may need to be adjusted in situations where flexibility is required, such as in dynamic or rapidly changing environments. - Generalizability: Management principles are generalizable, meaning they can be applied to various situations and organizations. The principle of order, for example, can be applied to different departments, teams, or even individual workspaces to improve productivity and efficiency.	3

	<p>These features highlight that management principles are not rigid or rigidly prescriptive but rather guidelines that can be adapted and applied in various contexts to achieve organizational goals.</p> <p>Or</p> <p>Development of each and every person to his or her greatest efficiency and prosperity.</p> <p>Science not rule of thumb</p> <p>Harmony not discord</p> <p>Cooperation not individualism</p> <p>With explanation</p>	
15	<p>(a) The dimension of the business environment being referred to in this case is the technological environment. The company is seeking digital tools to monitor employee productivity, which is a technological solution to a management challenge.</p> <p>(b) Helps in coping with rapid changes-The relevant line that highlights the importance of the business environment for the company is: "the companies required the digital tools that could monitor employees in real time in order to track their productivity." This line indicates that the company needs to adapt to the changing technological environment to manage its workforce effectively.</p> <p>(c) Two features of the Business Environment are:</p> <ul style="list-style-type: none"> <li>- Dynamic: The business environment is constantly changing, with new technologies and innovations emerging regularly. In this case, the company had to adapt to the shift towards remote work and find digital tools to manage its workforce.</li> <li>- Complexity: The business environment consists of various interrelated factors, such as technological, economic, political, and social factors. In this case, the company had to navigate the complex market of digital tools to find the one that best suited its needs.</li> </ul> <p>These features highlight that the business environment is constantly evolving and comprises multiple interconnected elements that businesses must navigate to succeed.</p>	4
16	<p>A) The concept required by the CEO to reconcile the differences in approach, interest, or opinion in the organization is Coordination.</p> <p>Definition: Coordination is the process of aligning and integrating the activities, interests, and efforts of different departments and individuals within an organization to achieve the common goals and objectives efficiently and effectively.</p> <p>B) Functional differentiation</p> <p>Growth in size</p> <p>With explanation</p>	4
17	<p>Several principles of management are being violated in Alliance Computers Ltd. Here are the identified principles along with explanations and relevant quotes from the case:</p> <p>1. <b>Principle of Subordination of Individual Interest to General Interest</b>:</p> <ul style="list-style-type: none"> <li>- <b>Quoted Line</b>: "Yogi misuses his authority and grants an order of office stationery to his sister's concern while the same products were available at a cheaper rate with other suppliers."</li> <li>- <b>Explanation</b>: This principle states that the interests of the organization should take precedence over the personal interests of individuals. By favoring his sister's concern, Yogi is putting his personal interest above the organization's interest, leading to unnecessary costs.</li> </ul> <p>2. <b>Principle of Equity</b>:</p>	4

	<ul style="list-style-type: none"> <li>- <b>Quoted Line</b>: "While appointing office executives he gives preference to Mohan over Mamta because Mohan is a Hindu like Yogi himself is and also because he prefers male employees over females."</li> <li>- <b>Explanation</b>: The principle of equity emphasizes fairness and justice in the treatment of employees. Yogi's biased hiring decisions based on religion and gender are unfair and discriminatory, violating this principle.</li> </ul> <p>3. <b>Principle of Initiative</b>:</p> <ul style="list-style-type: none"> <li>- <b>Quoted Line</b>: "Yogi also has a habit of not letting the employees put forward any suggestions for improvement in work and productivity. He expects them to just follow his orders."</li> <li>- <b>Explanation</b>: This principle encourages allowing employees to take initiative and contribute ideas for organizational improvement. By not permitting employees to suggest improvements, Yogi stifles their creativity and initiative.</li> </ul> <p>4. <b>Principle of Remuneration</b>:</p> <ul style="list-style-type: none"> <li>- <b>Quoted Line</b>: "Employees are also dissatisfied as they don't get fair wages for the work they put in."</li> <li>- <b>Explanation</b>: This principle states that employees should be fairly compensated for their work to ensure their satisfaction and motivation. The dissatisfaction due to unfair wages indicates a violation of this principle.</li> </ul> <p>These violations suggest a need for better adherence to management principles to foster a fair, efficient, and productive work environment at Alliance Computers Ltd.</p>	
18	<ul style="list-style-type: none"> <li>(i) <b>Top Level of Management</b>: <ul style="list-style-type: none"> <li>- <b>Explanation</b>: Radha, as the Chief Executive Officer (CEO), is working at the top level of management. This level includes roles such as CEOs, directors, and presidents, who are responsible for setting organizational goals, defining strategies, and making decisions that affect the entire organization.</li> </ul> </li> <li>(ii) <b>Middle Level of Management</b>: <ul style="list-style-type: none"> <li>- <b>Explanation</b>: Vikas, the Production Manager, is working at the middle level of management. Middle-level managers are responsible for implementing the plans and policies set by top management and overseeing the work of lower-level managers.</li> </ul> </li> <li>(iii) <b>Criterion/Feature of Management as a Profession</b>: <ul style="list-style-type: none"> <li>- <b>Explanation</b>: The criterion that management does not strictly meet in this case is "Formal Education and Training." While professional managers typically possess specific degrees or formal education in management, Vikas holds the position without such a degree, indicating that formal education is not always a strict requirement.</li> </ul> </li> <li>(iv) <b>Lower Level of Management</b>: <ul style="list-style-type: none"> <li>- <b>Explanation</b>: Pratap, who interacts directly with workers, explains plans, and corrects work, is working at the lower level of management. Lower-level managers, such as supervisors and foremen, are responsible for overseeing the day-to-day operations and directly managing the workforce.</li> </ul> </li> <li>(v) <b>One Function of a Production Manager (Vikas)</b>: <ul style="list-style-type: none"> <li>- <b>Explanation</b>: One function Vikas would perform as a Production Manager is "Overseeing Production Processes." This includes planning, coordinating, and controlling the production process to ensure efficient and timely manufacturing of products.</li> </ul> </li> </ul>	6

(vi) **One Additional Function of a Lower-Level Manager (Pratap)**:

- **Explanation**: In addition to interacting with workers and correcting work, another function Pratap would perform is "Ensuring Safety and Compliance." This involves ensuring that workers follow safety regulations and organizational policies to maintain a safe and productive work environment.



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Set B

MM-40.

Time-1.5 hrs

1	Which characteristic of business environment is highlighted when general business conditions differ from country to country, region to region and place to place. (a)Uncertainty (b). Complexity (c). Inter-relatedness (d). Relativity	1
2	Several initiatives have been undertaken by the government of India to encourage domestic manufacturing and export of defence equipments. Make in India in defence was one such scheme launched by the government to encourage companies across the world to manufacture defence products in India.To which dimension of business environment does the above case relates to A) Economic environment B) Legal environment C) Political environment D) Social environment	1
3	Specialist use to see different organisational processes and problems from their own point of view based on their fields of speciality. To achieve balance between these points of view there arises a need for a concept known as A) Coordination B) Specialization C). Functional differentiation D) Management by exception	1
4	To become a chartered accountant in India, a candidate has to clear a specified examination conducted by the institute of chartered accountants of India. Which feature of profession is being revealed? A) Ethical code of conduct B) Restricted entry C). Well defined body of knowledg D) Professional association.	1
5	The Trademarks Act, 1999 prevents the use of fraudulent marks on products and provides protection to the consumers against such products. No business concerns can copy or duplicate the registered trademarks of an existing company. Which dimension of Business Environment is referred to? (a) Economic dimension (b) Legal dimension (c) Social dimension (d) Political dimension	1
6	Even when members of a department willingly cooperate and work, a manager has to co-ordinate the efforts of different people in a conscious manner. Identify the characteristic of coordination discussed here.	1
7	The truth, managers are born has been replaced with managers are made. What nature of management is highlighted here?	1
8	Adherence to principle of management improve knowledge and ability of managers and provides better understanding of managerial situations and circumstances. What does the above statement signify about principles of management.	1
9	In the festive season Isha industries a leading manufacturer of gift items decided to reduce the rest intervals of workers from 30 minutes to just 7 minutes. However, due to heavy work load and reduction in time of rest in travels efficiency of workers when down and it led to fall in production level instead of rising. Which technique of scientific management should be followed by Isha industries?	1



10	Ramesh is working in Oilex Ltd a company manufacturing air purifiers .He found that the profits has started declining from last six months .Profit has an implication for the survival of the firm ,so he analyzed the business environment to find out the reasons for this decline .Identify the level of management at which Ramesh is working.	1
11	Hema is one of the most successful managers of her company, Kobe Ltd'. She uses her creativity and initiative in handling challenging situations at work. The knowledge gained by her during her student days at a renowned management institute as well as through her observation and experience over the years is applied by Herma in a skillful manner in the context of the realities of a given situation. She often reads books and other literature in various fields of management to keep her knowledge updated. (i) An aspect of the nature of management is being highlighted in the above description. Identify the aspect. (ii) Explain any two features of the aspect identified in part (i).	3
12	As the Vice-Principal of a school, Mrs. Reshma Bachchan tends to adopt a systematic approach to every element of the work being carried out in the school. In order to decide upon the theme of Annual Day program, suggestions from all the staff members were encouraged. Then, it was collectively decided that a play based on the Seven Wonders of the World would be showcased. It was further decided that each class from 6th standard to 12th standard will present one of the wonders of the world. The topics were assigned to each class coordinator on the basis of draw. Thereafter, all the class teachers of different sections , a particular class were advised to work under leadership of their class coordinator. There was a spirit of unity and harmony and all the members supported each other. With mutual trust and a sense of belonging, the programme was systematically planned and executed. Identify and explain three principles of management applied for the success of the programme referred in the paragraph .	3
13	According to the Principle of Order if there is a fixed place for everything and it is present there, then there will be no hindrance in the activities of business/factory. This will further lead to increased productivity and efficiency of the employees. (a) What does the above statement tell about the nature of the Principles of Management? (b) Also discuss two other features of the Principles of Management Or State the principle of Scientific Management given by F.W.Taylor, according then work to which each employee should be scientifically selected and then work assigned should suit her/his physical, mental and intellectual capabilities. Also discuss three other principles of Scientific Management.	3
14	Demonetisation was announced on November 8 in 2016 by the Prime Minister Shri Narendra Modi. The banned banknotes constituted 86.4 per cent of the total money in circulation. When demonetisation was announced, the RBI and the currency printing presses were unprepared to replace the volume of the recalled currency notes. The currency printing machinery had to run overtime to meet the targets. The RBI spent market in close to Rs.13,000 crore over the next two years to remonetise Indian money post-demonetisation phase. New notes of Rs. 500 and Rs.2,000 were introduced. The designs were markedly different from the recalled ones. This escalated the cost of printing as it had several new features. In the context of the above case: (a) What do you understand by the term 'demonetisation'? (b) Why is demonetisation considered to be an expensive process? (c) Briefly outline two specific features of demonetisation.	3
15	Shiva Computers Ltd. is a leading company in Computer Technology and IT services. The CEO of the company attributes the success of the Company to its managerial team spirit, which have helped to handle rapid changes in technologies and to transform threats into opportunities. Like any other business enterprise profits are important for survival and growth of Shiva Computers Ltd. The management of the company believes that a satisfied employee creates a satisfied customer,	4

	<p>who in turn creates profits that leads to satisfied shareholders. The company has a strong sense of social responsibility. It has set up many educational institutions in the field of management, engineering and computer education in which half of the students are girls.</p> <p>On the basis of the given information about Shiva Computers Ltd. Answer the following: Identify and explain the objectives of the company discussed in the above para. Also quote the lines for the identified objectives.</p>	
16	Explain any four points highlighting the significance of principles of management.	4
17	<p>The organised restaurant sector in India has witnessed a double-digit growth during the year owing to consumer upsurge in eating out and ordering. This is accompanied by the change in the profile of consumers dining out. They are getting younger and from more diverse backgrounds. After battling the turbulence caused by policy changes with demonetisation and the highway liquor ban, this sector is now experiencing growth. Moreover, a cut in GST from 18% to 5% has further given a boost to the markets in this segment. In the Context of the above case:</p> <p>(a) Identify and explain the related dimensions of business environment being discussed above. (b) Explain the terms 'opportunity' and threats' with the help of examples given in the above paragraph.</p>	4
18	<p>Namnan and Govind after finishing their graduation under vocational stream decided (CBSE Sample Paper 2017-18) to start their own travel agency which will book Rail Tickets and Air Tickets on commission basis. They also thought of providing tickets within ten minutes through the use of internet. They discussed the idea with their Professor Mr. Mehta who liked the idea and suggested them to first analyse the business environment which consists of investors, competitors and other forces like social, political etc. that may affect their business directly or indirectly. He further told them about the technological improvements and shifts in consumer preferences that were taking place and hence they should be aware of the environmental trends and changes which may hinder their business performance. He emphasised on making plans keeping in mind the threat posed by the competitors, so that they can deal with the situation effectively. This alignment of business operations with the business environment will result in better performance.</p> <p>(i) Identify and state the component of business environment highlighted in the above Para. (ii) State any two features of business environment as discussed by Professor Mehta with Naman and Govind. (iii) Also state two points of importance of business environment as stated by Professor Mehta in the above situation.</p>	6



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 Answer key (Set B)

MM-40.

Time-1.5 hrs

1	D) Relativity	1
2	C) Political environment	1
3	A) Coordination	1
4	B) Restricted entry	1
5	B) legal	1
6	Coordination is a deliberate function	1
7	Management is an art.	1
8	Principles provide useful insight in to reality	1
9	Fatigue Study	1
10	Top	1
11	<p>(i) <b>Aspect of the Nature of Management</b>:          - The aspect being highlighted is <b>Management as both an Art and a Science.</b></p> <p>(ii) <b>Three Features of Management as an Art</b>:</p> <ol style="list-style-type: none"> <li>1. <b>Creativity and Initiative</b>:            - <b>Explanation</b>: Just as Hema uses her creativity and initiative to handle challenging situations, management as an art involves the creative application of knowledge and skills. Effective managers bring a personal touch to their role, devising innovative solutions to problems and inspiring their teams through unique approaches.</li> <li>2. <b>Application of Knowledge and Experience</b>:            - <b>Explanation</b>: Hema applies the knowledge she gained from her education and experience in a skillful manner. Management as an art requires managers to use their accumulated knowledge, intuition, and experience to address and adapt to real-world situations effectively.</li> <li>3. <b>Personalized Approach</b>:            - <b>Explanation</b>: Hema's success is also due to her ability to adapt her management style to the context of each situation. This personalized approach is a hallmark of management as an art, where managers tailor their strategies and methods to suit the specific needs of their organization and team members.</li> </ol>	3
12	<p>The success of the program referred to in the paragraph can be attributed to the application of several principles of management. Here are three key principles identified and explained:</p> <ol style="list-style-type: none"> <li>1. <b>Division of Work</b>:            - <b>Explanation</b>: This principle suggests that work should be divided among individuals and groups to ensure that effort and attention are focused on specialized tasks. In the context of the school's Annual Day program, each class from 6th to 12th standard was assigned a specific</li> </ol>	3

	<p>wonder of the world to present. This specialization allowed each group to concentrate on their part, enhancing efficiency and quality of the performance.</p> <p>2. <b>Unity of Command</b>:</p> <ul style="list-style-type: none"> <li>- <b>Explanation</b>: According to this principle, each employee should receive orders from only one superior to avoid confusion and conflict. In the paragraph, it was stated that all class teachers of different sections of a particular class were advised to work under the leadership of their class coordinator. This clear chain of command ensured that instructions were consistent and well-coordinated, contributing to the program's smooth execution.</li> </ul> <p>3. <b>Espirit de Corps</b>:</p> <ul style="list-style-type: none"> <li>- <b>Explanation</b>: This principle emphasizes the importance of fostering team spirit, unity, and harmony among employees. In the paragraph, there was a spirit of unity and harmony, with all members supporting each other. Mutual trust and a sense of belonging were highlighted as crucial elements that led to the program being systematically planned and executed. This collective morale boosted cooperation and collaborative effort, ensuring the success of the event.</li> </ul> <p>4. <b>Initiative</b></p> <p>Any three</p>	
13	<p>(a) The statement suggests that the Principles of Management are: Cause and Effect relationship -The principle of order is based on a cause-and-effect relationship (fixed place for everything leads to no hindrance, increased productivity, and efficiency), indicating a scientific approach to management.</p> <p>(b) Two other features of the Principles of Management are:</p> <ul style="list-style-type: none"> <li>- <b>Flexibility</b>: Management principles are flexible and can be adapted to suit different situations and organizations. While the principle of order emphasizes the importance of a fixed place for everything, it may need to be adjusted in situations where flexibility is required, such as in dynamic or rapidly changing environments.</li> <li>- <b>Generalizability</b>: Management principles are generalizable, meaning they can be applied to various situations and organizations. The principle of order, for example, can be applied to different departments, teams, or even individual workspaces to improve productivity and efficiency.</li> </ul> <p>These features highlight that management principles are not rigid or rigidly prescriptive but rather guidelines that can be adapted and applied in various contexts to achieve organizational goals. Or Development of each and every person to his or her greatest efficiency and prosperity. Science not rule of thumb Harmony not discord Cooperation not individualism With explanation</p>	3
14	<p>(a) <b>Demonetisation</b>:</p> <ul style="list-style-type: none"> <li>- <b>Definition</b>: Demonetisation refers to the process by which a government declares a specific denomination of currency notes invalid for legal tender. This means that the currency notes in question can no longer be used for transactions and must be exchanged for new notes or deposited into bank accounts. It is usually done to combat issues such as black money, counterfeit currency, and corruption.</li> </ul> <p>(b) <b>Demonetisation as an Expensive Process</b>:</p> <ul style="list-style-type: none"> <li>- <b>Explanation</b>: Demonetisation is considered an expensive process due to the significant costs involved in replacing the invalidated currency notes. In the case described: <ul style="list-style-type: none"> <li>- The RBI and currency printing presses had to run overtime to meet the demand for new notes, incurring additional operational costs.</li> </ul> </li> </ul>	3

	<p>- The design and introduction of new currency notes with enhanced security features led to increased printing costs.</p> <p>- The entire process of recalling old notes, distributing new ones, and ensuring a smooth transition required substantial financial and logistical resources. The RBI spent close to ₹13,000 crore over two years for remonetisation.</p> <p>(c) <b>Two Specific Features of Demonetisation</b>:</p> <p>1. <b>Impact on Currency Circulation</b>:</p> <p>- <b>Explanation</b>: Demonetisation significantly impacts the amount of money in circulation. In the given case, the banned notes constituted 86.4% of the total money in circulation. This sudden withdrawal of a large portion of the currency can lead to cash shortages and disrupt economic activities until new notes are sufficiently circulated.</p> <p>2. <b>Introduction of New Currency Designs</b>:</p> <p>- <b>Explanation</b>: Demonetisation often involves introducing new currency notes with updated designs and security features to prevent counterfeiting and enhance the integrity of the currency. In the given case, new ₹500 and ₹2,000 notes were introduced with markedly different designs and several new features, which increased the cost of printing but aimed to improve the security and functionality of the currency.</p>	
15	<p>The objectives of Shiva Computers Ltd. discussed in the above paragraph can be categorized into three main types: organizational objectives, social objectives, and personal objectives. Here are the identified objectives along with explanations and relevant quotes:</p> <p>1. <b>Organizational Objectives</b>:</p> <p>- <b>Explanation</b>: Organizational objectives refer to the goals related to the survival, growth, and profitability of the company.</p> <p>- <b>Quoted Line</b>: "Like any other business enterprise, profits are important for the survival and growth of Shiva Computers Ltd."</p> <p>- <b>Explanation</b>: This line highlights the company's focus on profitability as essential for its survival and growth.</p> <p>2. <b>Social Objectives</b>:</p> <p>- <b>Explanation</b>: Social objectives refer to the company's commitments towards society and its responsibility to contribute positively to social well-being.</p> <p>- <b>Quoted Line</b>: "The company has a strong sense of social responsibility. It has set up many educational institutions in the field of management, engineering, and computer education in which half of the students are girls."</p> <p>- <b>Explanation</b>: This shows the company's dedication to social responsibility by establishing educational institutions and promoting gender equality in education.</p> <p>3. <b>Personal Objectives</b>:</p> <p>- <b>Explanation</b>: Personal objectives are related to the well-being and satisfaction of employees, recognizing that satisfied employees lead to satisfied customers and overall success.</p> <p>- <b>Quoted Line</b>: "The management of the company believes that a satisfied employee creates a satisfied customer, who in turn creates profits that lead to satisfied shareholders."</p> <p>- <b>Explanation</b>: This line illustrates the company's belief in employee satisfaction as a crucial factor for customer satisfaction, profitability, and shareholder satisfaction.</p> <p>These objectives collectively contribute to the overall success and sustainability of Shiva Computers Ltd. by balancing profitability, social responsibility, and employee satisfaction.</p>	4
16	<p>The principles of management are crucial guidelines that help managers achieve organizational goals efficiently and effectively. Here are four points highlighting their significance:</p>	4

	<p>1. <b>Providing Managers with Useful Insights</b>:</p> <ul style="list-style-type: none"> <li>- <b>Explanation</b>: Management principles offer valuable insights into effective managerial practices. They help managers understand the best ways to plan, organize, lead, and control organizational activities. These principles are based on extensive research and real-world experiences, which can guide managers in making informed decisions and improving their management skills.</li> </ul> <p>2. <b>Optimum Utilization of Resources</b>:</p> <ul style="list-style-type: none"> <li>- <b>Explanation</b>: Management principles help in the optimal use of resources, whether human, financial, or material. By following principles such as division of work, unity of direction, and authority and responsibility, managers can ensure that resources are allocated and utilized efficiently. This leads to cost reduction, increased productivity, and maximization of organizational performance.</li> </ul> <p>3. <b>Effective Administration</b>:</p> <ul style="list-style-type: none"> <li>- <b>Explanation</b>: Management principles provide a structured approach to handling administrative tasks. Principles like scalar chain and order establish a clear hierarchy and systematic arrangement within the organization. This ensures smooth operations, minimizes conflicts, and enhances coordination among different departments and levels of management, leading to better administration.</li> </ul> <p>4. <b>Scientific decisions</b>:</p> <ul style="list-style-type: none"> <li>- <b>Explanation</b>: Principles such as initiative and esprit de corps encourage managers to foster a positive work environment where employees feel motivated to take the initiative and contribute innovative ideas. This not only improves job satisfaction but also drives continuous improvement and organizational growth by harnessing the creativity and potential of the workforce.</li> </ul> <p>These points illustrate how the principles of management serve as foundational guidelines that contribute to the effective and efficient functioning of an organization, leading to its overall success and sustainability.</p>	
17	<p><b>Economic Environment:Explanation:</b> The paragraph discusses the growth in the organized restaurant sector in India, which is driven by consumer upsurge in eating out and ordering. Economic factors such as consumer spending patterns, income levels, and changes in taxation (GST cut) are influencing this growth.</p> <p><b>Social Environment:Explanation:</b> Changes in the profile of consumers dining out, with a younger demographic and more diverse backgrounds, indicate shifts in social trends and consumer behavior. This social dimension affects market demand and preferences within the restaurant sector.</p> <p><b>Political and Legal Environment:Explanation:</b> The sector has faced challenges from policy changes like demonetisation and the highway liquor ban, which affected operations and profitability. The recent cut in GST from 18% to 5% reflects ongoing regulatory changes that impact business operations and financial outcomes.</p> <p><b>(b) Opportunity and Threats:</b></p> <p><b>Opportunity:Example:</b> The consumer upsurge in eating out and ordering presents an opportunity for the organized restaurant sector to expand its customer base and increase sales. Younger consumers with diverse backgrounds are willing to spend on dining out, creating a growing market segment for restaurants.</p> <p><b>Threats:Example:</b> Policy changes such as demonetisation and the highway liquor ban posed threats to the sector by disrupting operations and reducing consumer spending temporarily. These changes created uncertainties and challenges for restaurants, affecting profitability and growth potential in the short term.</p>	4
18	(i) The components of business environment highlighted in the paragraph are:	6

- Technological environment (technological improvements)
- Competitive environment (competitors)
- Social environment (shifts in consumer preferences)
- Political environment (political factors that may affect the business)

(ii) Two features of business environment as discussed by Professor Mehta are:

- Dynamic (constantly changing, e.g., technological improvements and shifts in consumer preferences)
- Complex (consisting of various interrelated factors, such as investors, competitors, social, political, etc.)

Specific and general forces

(iii) Two points of importance of business environment as stated by Professor Mehta are:

Helps in coping with rapid changes

Helps in policy formulation