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25/6

INTERNATIONAL INDIAN SCHOOL, BURAI DAH
TERM EXAMINATION (2019-20)

Sub: BUSINESS STUDIES

Set- A

CLASS – XII

Date: 25/06/2019

Duration: 3hrs.

Max Marks: 80

General Instructions:

1. Answers to questions carrying **1** mark may be from one word to one sentence.
2. Answers to questions carrying **3** marks may be from **50-75** words.
3. Answers to questions carrying **4-5** marks may be about **150** words.
4. Answers to questions carrying **6** marks may be about **200** words.
5. Attempt all parts of a question together.

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**SECTION - A**

(20X1=20)

1. What do you mean by Management Hierarchy?
2. Name the process by which a manager synchronizes the activities of different departments.
3. The principles of management aren't rigid and can be modified when the situation demands. Which nature of principles is being discussed here?
4. What do you mean by Mental Revolution?
5. Mr. Sohan is the owner and manager of a grocery store. He attended a management seminar. The topic was on globalization and impact of technology on business. He was surprised to see how media and internet provide opportunities to expand business. He also felt there is a need to upgrade technology to expand business outside the city. Which business environment dimension is being referred here?
6. "These are general statements that guide thinking and channelize energies towards a particular direction and help in solving routine problems". Identify the type of plan.
7. Name of the function of management which co-ordinates the physical, financial and human resources and establishes productive relations among them for achievement of specific goals.
8. It is a network of personal and social relations not established or required by the formal organization but arising spontaneously as people associate with one another. Name this organization.
9. Volvo Ltd's target is to produce 10000 shirts per month at a cost of Rs. 100/- per shirt. The Production Manager achieved this target at a cost of Rs. 90/- per shirt. Do you think the 'Production Manager' is effective? Give one reason in support of your answer.
10. 'Sonu Nigam' the famous playback singer always spends time for practice and adds his

creativity in his singing. Like Sonu Nigam, Mr. Rajiv, manager of Headlines Ltd. uses his creativity and practice management principles under different situations to manage the business. The employees are happy and satisfied as he every day reward employees for their punctuality and efficiency. Identify the nature of management highlighted above.

11. The production manager of an automobile company asked the foreman to achieve a target production of 200 scooters per day. But he did not give him the authority of requisition tools and materials from the stores department. Can the production manager blame the foreman if he is not able to achieve the desired target? Which principle of management is violated here.
12. It is the process by which government control over the industry is being loosened. Give the term to which this statement is trying to indicate.
13. Define the term 'Business Environment'.
14. Kanika and Priyanka are typists in a company having same educational qualifications. Kanika is getting Rs. 16000 per month and Priyanka Rs. 10000 per month as salary for the same working hours. Which principle of management is violated in this case?
15. A company is manufacturing garments. The manager wants to increase profits by purchasing new high speed machines or increasing the sale price or using waste material in manufacturing stuffed toys. He decided that 'using waste material' to increase the profit is the best solution for him. Identify the concept of management involved.
16. What is meant by span of management?
17. National Vritech Ltd. has grown in size. It was a market leader but with changes in business environment and with the entry of MNCs, its market share is declining. To cope up with the situation, the CEO starts delegating some of his authority to the General Manager, who also felt himself overburdened and with the approval of CEO disperses some of his authority to various levels throughout the organization. Identify the concept of management discussed above.
18. Just after declaration of Lok Sabha Elections 2014 results, the Bombay stock exchange's price index (Sensex) rose by 1000 points in a day. Identify the environmental factor which led to this rise giving reason.
19. Give the meaning of "Procedure" as a type of plan.
20. State why planning is called a pervasive function in management?

#### SECTION - B

(5X3=15)

21. Management of Global Ltd. fulfills all its objectives and the organization is able to work effectively and efficiently. It is using environment friendly methods of production and disposes off the waste material by either recycling it or using the same for landfill in such a manner that aquatic life is not disturbed. It also provides employment opportunities to the disadvantaged sections of the society.
  - (a) Identify the objective of management which the company is fulfilling by doing such activities.
  - (b) Explain other 2 objectives which they should fulfill?

22. Rajveer works as a plant superintendent in a carpet making factory. In order to complete the export orders on time, the production manager asks him to make the workers work over time whereas the finance manager is strictly against this practice because it will increase the cost of production. Moreover, Rajveer feels that since the company is manufacturing handmade carpets as well as machine made carpets there is a lot of overlapping of activities. Therefore, there should be two separate divisions for both of them wherein each division should have its own in charge, plans and execution resources.

In context of the above case: (a) Identify and explain the principle of management which is being violated: (b) Also identify the principle of management that Rajveer feels should be implemented in the factory.

Give any two differences between the principle of management as identified in part (a) and part (b) respectively.

23. Suhasini, a home science graduate from a reputed college, has recently done a cookery course. She wished to start her own venture with a goal to provide 'health food' at reasonable prices. She discussed her idea with her teacher (mentor) who encouraged her. After analyzing various options for starting her business venture, they short listed the option to sell ready made and 'ready to make' vegetable shakes and sattu milk shakes. Then, they weighed the pros and cons of both the short listed options.

Name the function of management being discussed above and give any two of its characteristics

24. Differentiate between "Functional" and "Divisional" structure of organization.

OR

Differentiate between "Formal" and "Informal" organization.

25. Explain "Objective" and "Strategy" as a type of plan with example.

SECTION - C

(3X4=12)

26. Explain any four features of Management.

OR

Enumerate any four functions of a general manager.

27. 'Understanding of environment by business managers enables them not only to identify and evaluate, but also to react to the forces external to their firms.' In light of the statement, explain any four points of importance of business environment.

OR

Briefly explain the features of new industrial policy 1991

28. Suhasini, a home science graduate from a reputed college, has recently done a cookery course. She wished to start her own venture with a goal to provide 'health food' at reasonable prices. She discussed her idea with her teacher (mentor) who encouraged her. After analysing various options for starting her business venture, they short listed

the option to sell ready made and 'ready to make' vegetable shakes and sattu milk shakes. Then, they weighed the pros and cons of both the short listed options. Name the function of management being discussed above and briefly discuss any three limitations of the function discussed in the case.

SECTION - D

(3X5=15)

29. Define Scientific Management. Explain the scientific management principles given by Taylor.

OR

Explain the technique of functional foremanship with diagram

30. Aman Chadha started 'Bulls Eye' a company for providing cyber security solutions to businesses. Its objective is to prevent, detect and respond to cyber attacks and protect critical data. He was a hardworking software engineer and an expert in cyber security. His reputation grew by leaps and bounds as he was not only a person of integrity but also did his work with utmost honesty and sincerity. The business started growing day by day. He was delighted when he was offered a big project by the Ministry of Defense. While working on the project, he found that the volume of work made it impractical for him to handle all the work by himself. He decided to expand the team. The company maintained a close liaison with a local engineering college. During a campus placement, Ishan and Vrinda were appointed to work for the new project. He found the new employees capable, enthusiastic and trustworthy. Aman Chadha was thus, able to focus on objectives and with the help of Ishan and Vrinda, the project was completed on time. Not only this Aman Chadha was also able to extend his area of operations. On the other hand Ishan and Vrinda also got opportunities to develop and exercise initiative.

Identify and briefly explain the concept used by Aman Chadha in the above case which helped him in focusing on objectives. Also, state any four points of importance of the concept identified in (i) above.

31. Explain the impacts of government policy on business and industry.

OR

Explain the features of Business Environment.

SECTION - E

(3X6=18)

32. Esha works as the cost and risk management head of a company in power sector. As a result of her excellent managerial competence, the company is able to reduce costs and increase productivity. The company belongs to 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 in providing competitive services, adopting new technology, creating more employment opportunities etc. for the greater good of the people at large.

In context of the above case: Identify the various reasons that have made management so important by quoting lines from the paragraph.

33. Define Organizing. Explain the importance of organizing as a function of management.

OR

Briefly explain the steps in the process of organizing.

34. Radhika opens a jewellery showroom in Jaipur after completing a course in jewellery designing. She has employed eleven persons in her showroom. For greater productivity, she divides the work into small tasks and each employee is trained to perform his/her specialised job. The sales persons are allowed to close a deal with a buyer by giving a maximum of 10% discount, whereas the decision to give any further discount rests with Radhika as the final authority. In the earlier days of starting of the business, five of her employees were asked to put in extra hours of work. In return she had promised to give them a special incentive within a year. Therefore, after six months when the business was doing well, she awarded a cash bonus to each of these employees to honor her commitment. However, when it comes to settling the conflicts among her employees, she tends to be more biased towards her female employees.

In context of the above case: (a) Identify and explain the various principles of management that are being applied by Radhika by quoting lines from the paragraph.

(b) Identify and explain the principle of management which is being violated by Radhika by quoting lines from the paragraph.

(c) State any one effect of the violation of the principle of management by Radhika as identified in part(b) of the question.

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