

INTERNATIONAL INDIAN SCHOOL BURAI DAH

Worksheet for the Academic Year 2026-27

CLASS: 12

SUBJECT: BUSINESS STUDIES

Chapter -01,02 & 03

CHAPTER-1(NATURE AND SIGNIFICANCE OF MANAGEMENT)

Answer the following:

Multiple choice questions:

- Q1.** "In order to be successful, an organisation must change it's goals according to the needs of the environment." Which characteristic of management is highlighted in this statement?
a. Dynamic function
b. Group activity
c. Continuous process
d. Goal - oriented process
- Q2.** Suresh is working as a plant superintendent in a company. At what level of management he is working?
a. Middle level
b. Lower level
c. Top level
d. Shop floor level
- Q3.** Which one of the following is not an importance of management?
a. Helps in the development of society
b. Helps in achieving personal objectives
c. Helps in achieving group goals
d. Helps in creating healthy working conditions
- Q4.** From the following statements given in Column I and Column II. Choose the correct pair of statements.

Column I	Column II
a. Continuous Process	i. It can't be seen but its presence can be felt when targets are met and there is orderliness instead of Chaos.
b. Intangible Force	ii. Organization interacts with ever changing external environment and management has to adapt itself to the changing environment.
c. Dynamic Function	iii. Management functions are simultaneously performed on continuous basis.

- a. a. iii, b. i, c. ii
b. a. ii, b. ii, c. i
c. a. ii, b. i, c. iii
d. a. i, b. ii, c. iii
- Q5.** 'Determining in advance what is to be done and who is to do it'. Highlights the _____ function of management.
a. Directing
b. Controlling
c. Organizing
d. Planning

Statement, Assertion-Reasoning type questions:

Q6. Read the following statement Assertion(A) and Reason (R). Choose one of the correct alternative given below.

Assertion (A) : The main objective of any organisation is to utilise human and non - human resources in the most efficient and effective manner i.e. to fulfill the economic objectives of the business.

Reason (R) : As it will ensure survival, profit and growth of a business. Finance is the lifeblood of business. So, fulfilling economic objectives is the first priority.

- a. Both Assertion (A) and Reason (R) are correct.
- b. Assertion (A) is wrong but Reason (R) is correct.
- c. Assertion (A) is correct but Reason (R) is wrong.
- d. Both Assertion (A) and Reason (R) are wrong.

Q7. Read the following statement carefully and choose the correct alternative:

Statement I : The practice of management is an art.

Statement II : The principles of management constitute the science of management.

- a. Both the statements are true.
- b. Both the statements are false.
- c. Statement I is true, Statement II is false.
- d. Statement I is false, Statement II is true.

Subjective type questions:

Q8. 'Management increases efficiency.' How?

Q9. Why is management considered to be a multi-dimensional concept? Explain.

Q10. Management increases efficiency.' How?

Q11. Why is coordination known as the essence of the management?

Q12. Management is a complex activity that has three main dimensions. Name these dimensions.

Q13. 'Science is a systematized body of knowledge that explains certain general truths or the operation of general law.' In the light of this statement, describe management as a science.

Case based question :

Q14. Mr. Solution, who is an MBA, has been appointed at the post of general manager in Saregama Ltd. Company. Just after his appointment, he took a decision to set up a chemical plant near a residential colony. After some time, another important decision regarding the amount of charity being given annually to educational and religious institutions was withdrawn giving the justification that it was an unnecessary burden on the company. More emphasis was given to the share of the company in the market and in search of modern procedures. Apart from this, a long time labour dispute was resolved by taking a balanced decision.

- i. Tell whether Mr. Solution is at fault?
- ii. If yes, where does the fault lie?
- iii. How can the mistake be amended?

CHAPTER-2(PRINCIPLESOFMANAGEMENT)

Answer the following

Multiple choice questions:

- Q1.** Which technique of Taylor is the strongest motivator for a worker to reach standard performance?
a. Differential piece wage rate system b. Functional foremanship
c. Method study d. Standardization of work
- Q2.** In Supriya Ltd., an employee has the objective of maximizing his salary, but the organizational objective is to maximize output at competitive cost. Due to this, there was some dispute on this for a while. Eventually, the organization's interest was given priority over employee's interest. Name the principle related to this situation.
a. Division of work b. Centralization and Decentralization
c. Unity of Command d. Subordination of individual interest to general
- Q3.** _____ principle of scientific management says that each job performed in the organisation should not be on intuition.
a. Harmony, not discord b. Cooperation not individualism
c. Science not rule of thumb d. Time study
- Q4.** Instead of communicating to the immediate superior, an employee directly contacts the director of the company to pass on some important details of work. Which management principle is being violated?
a. Unity of direction b. Unity of command
c. Discipline d. Scalar chain
- Q5.** Management should find 'One best way' to perform a task. Which technique of scientific management is defined in this sentence?
a. Fatigue study b. Motion study
c. Time study d. Method study
- Q6.** Match the Personnel under Production Incharge in Column I with their Responsibilities in Column II.

Column I	Column II
a. Speed boss	i. Keeping machines and tools, etc. ready for operation by workers.
b. Gang boss	ii. Ensuring proper working condition of machines and tools.
c. Repair boss	iii. Checking the quality of work.
d. Inspector	iv. Timely and accurate completion of job.

- a. a. iv, b. i, c. ii, d. iii
b. a. iv, b. ii, c. i, d. iii
c. a. i, b. ii, c. iii, d. iv
d. a. ii, b. iii, c. iv, d. i

Statement, Assertion - Reasoning type questions:

Q7. Read the following statement Assertion (A) and Reason (R). Choose one of the correct alternative given below.

Assertion (A) : Management principles can be used in similar situations in large number of cases.

Reason (R) : They establish relationship between cause and effect and thus help in predicting the outcome of managerial actions.

- a. Both Assertion (A) and Reason (R) are correct.
- b. Assertion (A) is wrong but Reason (R) is correct.
- c. Assertion (A) is correct but Reason (R) is wrong.
- d. Both Assertion (A) and Reason (R) are wrong.

Q8. Read the following statement carefully and choose the correct alternative:

Statement I : Principles are basic truths or guidelines for behaviour .

Statement II : Values are general rules for behaviour of individuals in society formed through common practice.

- a. Both the statements are true.
- b. Both the statements are false.
- c. Statement I is true, Statement II is false.
- d. Statement I is false, Statement II is true.

Subjective type questions :

Q9. Explain briefly 'Initiative' and 'Esprit de Corps' as principles of general management.

Q10. Which technique of Taylor acts as the strongest motivator for a worker to reach standard Performance? Explain.

Q11. If an organisation does not provide the right place for physical and human resources in an organisation, which principle is violated? What are the consequences.

Q12. 'Taylor's principles of scientific management and Fayol's principles of management are mutually complementary.' Do you agree with this views? Give any four reasons to support your answers.

Case based questions :

Q13. In a particular company, no importance has been attached to the suggestions given by subordinates. In 2007, the company appointed Mr. Lotus as its Chief Executive Officer. He was an MBA degree-holder from IIM Ahmedabad with an experience of a decade. On assuming the charge of his office he started a sort of campaign asking for the suggestions from every big or small employee of the company. In a very short time, there were about 1000 suggestions. After studying them intensively about 1500 suggestions were implemented in different fields. This campaign fetched the company an additional profit of ₹ 50 crore.

- i. What principle of management will have been working behind Mr. Lotus's thinking?
- ii. What will be the effect of implementing these suggestions on the employees?

CHAPTER-3(BUSINESSENVIRONMENT

Answer the following questions:

Multiple choice questions:

- Q1.** Which of the following is not a component of specific forces of business environment?
- a.Technological conditions b. Customers
c.Employees d. Investors
- Q2.** "Even after opening up of the Indian Economy in 1991, foreign companies found it extremely difficult to cut through the bureaucratic red tape to get permits for doing business in India, which created a negative impact on business." Identify the dimension of the business environment which led to creation of the negative impact on business.

a. Social environment b. Technological environment
c.Political environment d. Legal environment
- Q3.** "The increase in the demand for many Ayurvedic medicines, health products and services in the past few months, is related to the need for building immunity and an increased awareness for healthcare due to the spread of Corona Virus."
Identify the feature of business environment being discussed in the given lines.

a. Specific and general forces b. Inter-relatedness
c.Relativity d. Political forces
- Q4.**"The increase in demand for masks, sanitizers and hand gloves in the past few months is related to the increased awareness for healthcare due to spread of the Corona Virus". Identify the feature of business environment being described in the given lines.

a. Specific and general forces b. Relativity
c. Inter-relatedness d. Complexity
- Q5.** "The conditions in business environment keeps on changing". _____ characteristic of business environment is being highlighted.

a. Totality of external forces b. Complex
c. Relativity d. Dynamic
- Q6.** Match the 'features of business environment' in Column I with the 'appropriate explanation' in Column II.

Column I	Column II
a. Complexity	i. Very difficult to predict future happenings.
b. Specific Force	ii. Easier to understand in parts but difficult to grasp in its totality.
c. Uncertainty	iii. Affect individual enterprises directly and immediately.

- a. a. ii, b. iii, c. i
- b. a. i, b. iii, c. ii
- c. a. iii, b. ii, c. i
- d. a. i, b. ii, c. iii

Statement, Assertion - Reasoning type questions:

Q7. Read the following statement Assertion(A) and Reason (R). Choose one of the correct alternative given below.

Assertion (A) : Bajaj Auto made considerable improvements in its two wheelers when Honda and other companies entered the auto industry.

Reason (R) : It studied its business environment which helped it to identify such opportunities of making improvements and innovations and thus get the first mover advantage.

- a. Both Assertion (A) and Reason (R) are correct.
- b. Assertion (A) is wrong but Reason (R) is correct.
- c. Assertion (A) is correct but Reason (R) is wrong.
- d. Both Assertion (A) and Reason (R) are wrong.

Q8. Read the following statement carefully and choose the correct alternative:

Statement I : "Attitude towards product innovations, lifestyles, occupational distribution and consumer preferences" is a component of technological environment.

Statement II : "Educational system and literacy rates" is a component of economic environment.

- a. Both the statements are true.
- b. Both the statements are false.
- c. Statement I is true, Statement II is false.
- d. Statement I is false, Statement II is true.

Q9. "The understanding of business environment helps the managers to identify 'Threats.' What Is meant by 'Threats' here?

Q10. Business Environment includes both 'specific and general forces'. List any two general forces.

Q11. Why is understanding of business environment important for managers? Explain with the help of any two points.

Q12. What do you understand by the term 'Demonetization'? Explain its features.

Case based questions:

Q13. Mr. Ajay after completing MBA from USA came to India to start a new business under the banner Ecom Creations Ltd. He launches a new product in e-learning for Senior Secondary School students in Commerce stream, which already has an established market in UK and USA but not in India. His business starts flourishing in India. Now more Indian companies entered into the market with other subjects also. Identify and quote the lines from above para which highlight the significance of understanding business environment.

Q14. Beni, after completing her MBA, took up a job with a multinational company named 'Fortio'. The company was paying good salary and perks to its employees. The wages were within the paying