

BUSINESS STUDIES

(Three hours)

(Candidates are allowed additional 15 minutes for *only* reading the paper.
They must NOT start writing during this time)

Answer **Question 1** from Part I (compulsory) and **five** questions from Part II.

The intended marks for questions or parts of questions are given in brackets [].

PART I

Answer **all** questions.

Question 1

Answer briefly each of the questions (i) to (xv).

[15 x 2]

- (i) Why is recruitment a positive process, whereas selection is a negative process?
- (ii) Write two advantages of orientation training.
- (iii) Differentiate between *morale* and *motivation*.
- (iv) State two advantages of Halsey Plan of remuneration.
- (v) Is a *pay slip* the same as a *pay roll*? Explain.
- (vi) 'Safety needs' of an employee can be satisfied in either a positive or a negative manner. Explain.
- (vii) How is a leader different from a manager?
- (viii) State two advantages of merit based promotion.
- (ix) Explain the term *retrenchment*.
- (x) What is a disciplinary interview?
- (xi) List the steps of report writing.

(xiii) Explain the term *Proceed to Next Business* in connection with Company Meetings.

(xiv) What is the significance of the PIN Code?

(xv) Write the expanded forms of the following:

(a) E & OE

(b) RMS

PART II

Answer any **five** questions

Question 2

- (a) Write an explanatory note on 'Campus Recruitment'. [4]
- (b) State three advantages and three disadvantages of internal recruitment. [6]
- (c) Define Staff Appraisal. Explain in brief the Merit Grading method of staff appraisal. [4]

Question 3

- (a) What is *piece rate system* of remuneration? [2]
- (b) Explain the advantages and disadvantages of using *piece rate system* of remuneration. [8]
- (c) Explain in brief the advantages of on-the-job training. [4]

Question 4

Written communication is the most common method of communication in a business organization. Give reasons. [14]

Question 5

- (a) Explain the essentials of a good report. [8]
- (b) Explain any three types of reports used in a commercial organization. [6]

Question 6

- (a) What are *Formal Motions*? [2]
- (b) Explain the different types of voting methods that can be used in a company meeting. [12]

Question 7

- (a) Explain *bar graph* with the help of an example. [6]
- (b) Write a detailed note on *seniority based promotion*. [8]

Question 8

- (a) Explain the following in connection with business letters: [6]
 - (i) c.c.
 - (ii) P.S.
- (b) Draft a **letter of appointment** for a management trainee. [8]

[4]

[6]

[4]

[2]

[8]

[4]

[14]