

INTERNATIONAL INDIAN SCHOOL, DAM
I TERM EXAMINATION JULY 2013

Class: XII

Subject: Business Studies

Maximum Marks: 90

Time:

Set - A

General Instructions

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

1. Mr.Rakesh has retired from an organization in which he was responsible for formulating the overall organizational goals and strategies for their achievement. At which level of management was Mr.Rakesh working? 1
2. Why did Henry Fayol introduce the concept of “gang plank” in Scalar Chain? 1
3. Define Business Environment. 1
4. What is meant by *efficiency* in management? 1
5. Name the technique developed by Taylor which is the strongest motivator for a worker to reach standard performance. 1
6. What does workforce analysis reveal? 1
7. List any 2 service industries where competition for Indian firms has increased due to change in government’s policy. 1
8. Distinguish between formal and informal organization on the basis of ‘Authority’. 1
9. Name two websites which are commonly visited both by prospective employees and the organisations searching for suitable people. 1
10. Name the element of directing function under which superiors share information with subordinates to reach common understanding. 1
11. Name the process which relates to streamlining the attributes of a person required for doing a particular job. 1
12. Give the meaning of democratic style of leadership. 1
13. Explain the functions of a Supervisor in the organizational setup of an enterprise. 3
14. Why is management considered a multifaceted concept? 3
15. Maria Ltd assured their employees that, in spite of recession no worker will be retrenched from the job. 3
 - i) Identify and name the type of incentive offered to the employees.
 - ii) Explain two more incentives of the same category identified in (i)
16. Distinguish between Policy and Procedure as types of Plan. 3

17. "Understanding of environmental context of business is of immense significance." Explain the statement giving 3 reasons. 3
18. Explain the importance of Organising as a function of management. 3
19. Kumaran is working in a Shoe manufacturing Co. The management asked him to work overtime so as to produce more in order to meet increase in demand in the market. But he was not paid adequate wages for extra time and so he never contributed to his maximum.
 - a) Which principle of Fayol is violated in the above case?
 - b) Give two positive effects of following the above principle.
 - c) Which values can be emphasized by following the above principle?
 - d) Which values are ignored in the above situation?
20. What are the features of Planning? Explain any four. 4
21. Explain briefly Maslow's Need Hierarchy theory of Motivation. 4
22. "Delegation is the entrustment of responsibility and authority to another and the creation of accountability for performance". In the light of the statement, define delegation and explain the essential elements of delegation. 4
23. Enumerate the various steps in the Planning Process. 5
24. What is meant by Recruitment? Why are external sources of recruitment considered better than internal sources? 5
25. Describe the various dimensions of Business Environment. 5
26. "Coordination is not a separate function of management. It is the essence of management". Give 5 reasons to justify the statement. 5
27. Explain the Principles of scientific management formulated by Taylor for managing an organization scientifically.

OR

Explain by giving 4 reasons why proper understanding of management principles is necessary. 6
28. What is Divisional Structure? Discuss its advantages and limitations.

OR

Distinguish between Delegation and Decentralisation on any 4 basis. 6
29. What is Selection? Explain briefly the various steps in the process of Selection.

OR

Explain briefly the various methods of 'on the job training' of employees. 6
30. "Leadership is a key factor in making an organization successful". Do you agree with the statement? Give reasons in support of your answer.

OR

Communication originally drafted in English has been very poorly translated in Hindi. Name the type of barrier to effective communication and explain any 5 other barriers of this. 6