

**D.A.V. PUBLIC SCHOOL, HUDCO, BHILAI (C.G.)**

**MULTIPLE CHOICE QUESTIONS / OBJECTIVES**

**BUSINESS STUDIES**

**CLASS XII**

1. It is the ability to achieve the desired results through optimum utilization of resources –  
a. Effectiveness      b. Efficiency      c. Coordination      d. Leadership
2. It means management translates the work to be performed in terms of goals and assigns means to achieve them –  
a. Management of people      b. Management of operation      c. Management of work  
d. None of these
3. At which level of management the managers are responsible for the welfare and survival of the organization – \_\_\_\_\_.
4. Identify the nature of management when a manager applies the existing theoretical knowledge in his own unique manner – \_\_\_\_\_.
5. This principle means that there should be a place for everything and everything should be at its place for smooth working –  
a. Equity      b. Order      c. Discipline      d. Division of work
6. The principles of management are dependent upon the prevailing situation at a particular point of time. It means that they are \_\_\_\_\_ in nature.
7. It aims at eliminating unnecessary diversification of products by eliminating superfluous varieties, size and dimensions –  
a. Differential piece wage system      b. Simplification      c. Standardization  
d. Functional foremanship
8. The function of this person is to keep the machines and tools ready for the workers under production department –  
a. Speed Boss      b. Gang Boss      c. Repair Boss      d. Inspector
9. 'The changes in the business environment are so rapid and frequent that it is difficult to predict.' Which feature of Business environment is highlighted in the above statement?  
a. Inter – relatedness      b. Uncertainty      c. Complexity      d. Relativity
10. This economic reform aims at freeing the Indian business and industry from all the unnecessary controls and restrictions.  
a. Liberalization      b. Privatization      c. Globalization      d. All of these
11. This environment refers to the factors like interest rates, inflation rates and changes in disposable income of people etc which have an impact on business enterprise –  
a. Social      b. Political      c. Legal      d. Economic
12. It refers to the positive external trends or changes that can help to improve a firm's performance –  
a. Strength      b. Weaknesses      c. Opportunities      d. Threats
13. They are the specific statement that specify clearly what is to be done and what should not be done –  
a. Method      b. Strategy      c. Policy      d. Rules
14. \_\_\_\_\_ are the ends which the management wants to achieve through its operations.
15. Planning requires application of the mind involving foresight, intelligent imagination and sound judgment. The feature highlighted in the above statement is –  
a. Provides direction      b. Involves decision making      c. Mental exercise      d. Continuous
16. 'As planning is a continuous process, existing plans are revised at intervals to ensure their relevance and effectiveness.' Which step of planning is highlighted in the above statement? \_\_\_\_\_
17. Name the organizational structure which promotes efficiency in utilization of manpower –  
a. Formal      b. Functional      c. Informal      d. Divisional

18. Zamon Ltd. is a manufacturer of electronic goods based in Pune. On one hand it deals in items like books, music instruments. Videotapes etc and on the other hand it deals in laptop and mobile phones. The

- company had a functional structure with separate hands for production, marketing and finance. All the functional heads were looking after the products but at times their activities overlapped. This led to problems related to coordination and interdepartmental conflicts. To facilitate specialization Ramit, the CEO of the company decided to group books, music instruments, videotapes etc under 'Media' and laptops and mobile phones under consumer electronics. While doing so Ramit has performed a step in the process of one of the function of management. Identify the step. \_\_\_\_\_.
19. It is one of the importance of organization that facilitates modification in organizational structure and revision of inter – relationships among people in order to adapt to environment changes.
    - a. Expansion of growth
    - b. Adaptation to change
    - c. Effective administration
    - d. Optimum utilization of resources
  20. \_\_\_\_\_ refers to the number of subordinates that a manager can effectively supervise.
  21. "Our assets walk out of the door every evening, we have to make sure that they come back the next morning." This statement relates to which function of management?
    - a. Planning
    - b. Organizing
    - c. Staffing
    - d. Directing
  22. Mr. NG talks to existing employees for information about candidates in their knowledge who can be recruited in organization. Which method of recruitment is highlighted here?
    - a. Recommendation from present employees'
    - b. Campus recruitment
    - c. Casual caller
    - d. Labour contractors
  23. Razdan worked in an office to acquire practical knowledge and skills alongwith regular studies for 2 months. Which method of training is followed here?
    - a. Apprenticeship
    - b. Vestibule
    - c. Orientation / Induction
    - d. Internship
  24. The on the job training method that is used to give training to electricians is \_\_\_\_\_.
  25. Rinchin is a team leader in Jal Treatment Ltd. and is proficient in Hindi and English and possesses working knowledge of Tamil. Company decided to send him to Chennai for a new project but due to lack of proficiency in Tamil, he decided to first write message in English and then translate it into Tamil. However this was not effective. Identify the communication barrier discussed above.
    - a. Badly expressed message
    - b. Faulty translation
    - c. Loss by transmission
    - d. Unwillingness to communicate
  26. Workers are always unwilling to take up any kind of work in Alpha Studios. Due to rise in demand, the firm wants them to cooperate to meet pending orders. Suggest which element of directing is suitable for this situation.
    - a. Supervision
    - b. Motivation
    - c. Leadership
    - d. Communication
  27. Divesh and Hitesh are working in same organization but in different departments. One day at lunch time, Divesh came to Hitesh and informed him that many people are going to be retrenched soon from the organization due to computerization. Which type of communication is this?
  28. Vijay is among three engineers who are in core team of overseas project under a World renowned engineer, Ajay. However Ajay rarely seeks an advice from him and thinks that Sagar lacks experience. Identify the communication barrier discussed.
    - a. Technical jargon
    - b. Rules and regulations
    - c. Unwillingness to communicate
    - d. Lack of confidence of superior on his subordinates
  29. The process of converting the message into communication symbols is known as
    - a. Media
    - b. Encoding
    - c. Feedback
    - d. Decoding
  30. Mr. Nirbhay Kapoor, the CEO of Patna Ltd. analyzed the variances to find out the causes of variances. Identify the step of controlling process being performed.
    - a. Measurement of actual performance.
    - b. Comparing actual performance with standards.
    - c. Analyzing deviation
    - d. Taking corrective measures.

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31. With which concept is the saying "If you try to control everything you may end up controlling nothing" associated?
  - a. Critical point control
  - b. Management by exception
  - c. Control by exception
  - d. Both (b) and (c)

32. "Planning is guided by the past experience and corrective actions taken in the controlling process." Thus it is regarded as
- Backward looking function
  - Forward looking function
  - Pervasive function
  - None of these
33. In controlling process, while setting performance standards, it can be set in
- Quantitative terms
  - Qualitative terms
  - Both a and b
  - Subjective terms
34. A finance manager identifies different available sources and compares those in term of costs and associated risks for the optimal procurement of funds. Identify the concept highlighted here.
- Financial management
  - Financial decision
  - Financial planning
  - All of these
35. Decisions related to investment in fixed assets are popularly known as \_\_\_\_\_.
36. Debt is considered to be cheaper than equity because for borrowers, interest on debentures is a \_\_\_\_\_ while dividend on equity is not
- Exempt from tax
  - Deductible expenditure
  - Non – deductible expenditure
  - None of these
37. The risk of default on payment of borrowed funds is known as \_\_\_\_\_.
38. ABC Ltd. a reputed industrial machines manufacturer, need Rs. 20 crores as additional capital to expand their business. Mr. Kunal the CEO of the company wants to raise funds through equity. The finance manager Mr. Amit suggested that the share may be sold to investing public through intermediaries, as the same will be less expensive. The proposal was accepted. Name the method through which the company decided to raise additional capital. \_\_\_\_\_
39. The securities in this financial market yield low rate of return. Which market is highlighted here?
- Secondary Market
  - Primary Market
  - Money Market
  - Capital Market
40. Funds raised through commercial papers to meet the floatation costs are known as
- Equity financing
  - Bridge financing
  - Debt financing
  - None of these
41. Mr. A an existing shareholder of a company is offered the right to buy new shares in proportion to the number of shares he already posses. This kind of issue is known as
- Offer for sale
  - e – IPOs
  - Private placement
  - Right issue
42. Tirthankar Pvt. Ltd. is a school bag manufacturing company. For the purpose of profit maximization, Nisha added water bottle holder to the existing bag design. Which marketing management philosophy is adopted by Nisha?
- Production concept
  - Product concept
  - Selling concept
  - Marketing concept
43. "Providing information required by law" is a function of which component of product mix?
- Branding
  - Packaging
  - Labelling
  - Standardization
44. Dev Ltd. a garment manufacturing company, has decided to identify the needs of consumers to start successful marketing of garments produced by it and for this company is doing SWOT analysis. Identify the function highlighted.
- Gathering and analyzing market information
  - Market Planning
  - Branding
  - Product design and development
45. Kailash Dairy Products Ltd. has a successful business of making milk. They decided to put a hologram seal on the packet to ensure that product is not tampered with. Which decision is taken here?
- Labeling
  - Branding
  - Standardization
  - Packaging
46. Hindustan Unilever limited differentiates its three types of tea with three different coloured labels (Green, Red and Yellow). Which function of labeling is highlighted here?
- Describes the product
  - Identification of product
  - Grading of Products
  - Helps in promotion of product

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47. In Mumbai, Salman found impurities in a bottle of soft drink which he had bought. He approached the redressal forum. Which right is exercised by him?

- a. Right to be heard      b. Right to be informed      c. Right to seek redressal      d. right to consumer education
48. Which of these parties can file a complaint before the appropriate forum?  
 a. Any consumer      b. Any registered consumer association      c. Legal heir of deceased consumer  
 d. All of these
49. Sumitra filed a case against Mahindra Ltd. in the National Commission. But, she was not satisfied with the order of the National Commission. Name the authority where she can appeal against the decision of National Commission.  
 a. District Commission      b. Central Commission      c. Supreme Court of India  
 d. None of these
50. Ms. Jeena wants to buy a mango drink. As a responsible customer she should check which mark on the label of the mango drink?  
 a. BIS mark      b. ISI mark      c. FPO mark      d. AGMARK

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## DAV PS, BHATGAON

Class - XII

B.Std.

### 1 Mark Questions

- Which aspect of management binds all the function of management?
- \_\_\_\_\_ Function of management is considered as the base of all other functions?
- Name the process of designing and maintaining an environment in which individual work together in groups efficiently accomplishing selected aims?
- If a manager is achieve the target of production of 500 units but at a higher cost. Is he efficient or affective?
- \_\_\_\_\_ is the device which permits direct communication between employees working at the same level.
- In which principle of Foyal, Taylors, technique of functional foremanship is based?
- Which technique of Taylor insists in paying higher wages to efficient employees?
- The finance manager reduced the repo rate to overcome rcession. This is related to which dimension of business environment  
 a) economic environment      b) Social environment  
 c) legal environment      d) None of these
- The term which reaction in tax rules and lighting of un necessary control over the economy was under taken.  
 a) liberalization      b) globalization  
 c) Privatization      d) None of the above
- The project of Nano Car in Gujarat is indicated by which factor of environment.
- Which among the given plan is time bound and linked with measurable out come.  
 a) Rules      b) strategy      c) objective      d) procedure
- Which type of plan has least flexibility?
- Planning ensures guarantee to success. (True/False)
- A, B, C Ltd decides to advertise their products on TV and radio. What type of plan should it prepare.
- "Delegation of authority is based on elementary principle of division of work. (True/False)

16. An organization is manufacturing medicines, cosmetics, textiles & soap. What kind of organizational structure is suitable for this organization?
17. Define span of control.
18. How in journal organization created?
19. The responsibility of a firm should be divided among various levels such as top level, middle level and lower level. Identify the concept of management function discussed here.
20. Name the process of entrusting responsibility, authority and creating accountability as the person whom work has been handed over.
21. Why is selection called negative process.
22. Aptitude test helps to know whether the employee has capacity and talent to learn in future. (True/False)
23. Which test is conducted to measure the existing knowledge
  - a) Personality test
  - b) Trade test
  - c) Interest test
  - d) Intelligence test
24. Which among the following is wider in scope.
  - a) Training
  - b) Development
  - c) Both a) and b)
  - d) None of these
25. .... method of training is suitable for plumbers electricians and iron workers.
26. Which among the following relates to forecasting and assessing manpower needs.
  - a) Staffing
  - b) Requirement
  - c) man power planning
27. Name the concept which involves growth of individuals in all respects.
28. "Better human relationship" is one of the advantages of which type of communication?
29. Which among the following stimulates people to action to accomplish desired goals.
  - a) Directing
  - b) management
  - c) Motivation
  - d) communication
30. Name the element of directing which refers to the ability of injunction people to strive willingly for mutual objective.
31. Which of the following is not an advantage of directing?
  - a) Initiates action
  - b) Provides leadership
  - c) Integrates employees efforts
  - d) Restricts charges.
32. Identify the leader "He dominates and commands his group".
33. 'Taking corrective action is ..... step in process of controlling
  - a) First
  - b) Second
  - c) Third
  - d) last
34. Sales volume, sales expenses, advertising expenses are the part of ..... standard.
  - a) production
  - b) Marketing
  - c) H.R.
  - d) Finance
35. Praksh Jha wishes to fix standard production for worker along with standard time to complete the job under which function of management, standards are fixed.
36. In which case, a company should go to opt for equity rather than debt?
  - a) If stock market is rising
  - b) If the firm has higher operating costs
  - c) If cash flow position is stronger
  - d) Both a) and b)
37. The risk of default on payment of borrowed fund is known as
  - a) operating risk
  - b) financial risk
  - c) business risk
  - d) none of these
38. Current assets are usually more liquid than fixed assets (True/False)
39. In secondary market sale of securities takes place between investors only, then how does this market contribute to capital formation.
40. Which money market security is also known as zero coupon bond?
41. Dinesh has 100 equity shares of a company. He wants to sell 500 of these shares. Which market should he approach.
42. What is the minimum amount of treasury bill.
43. When Sarita opened the door on hearing the doorbell, a person was standing who was selling Britannica world 'Encyclopedia' here Britannica is using which element of promotion mix?
  - a) public relation
  - b) Sales information
  - c) Advertisement
  - d) Personal Selling
44. 'Haldiram is selling its product directly to the customer' state which channel of distribution is used by the company.

45. Sumit filed a case against domestic Cooling Ltd. in the 'District Forum' where can he appeal further against the decision of 'District Forum'

- a) State Commission
- b) National Commission
- c) Consumer Committee
- d) None of the above

## DAV PUBLIC SCHOOL , GEVRA PROJECT

Class : XII

Question Bank 2019-20

Business

### studies

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#### Answer the following.

1. Banking sector reforms have led to easier credit terms and better services. This is an example of a key component of the business environment name this component.
2. What is the primary objective of financial management?
3. Rita wants to buy a pack of juice. As an aware customer, how can she be sure about the quality of Juice she plans to buy?
4. The net income of XYZ Limited is Rs.10,20,000 and sale of the Year are Rs.70lakh the total investment in the business amount to Rs.90 lakhs. Find out the return of investment for xyz Ltd.
5. Which money market instrument is also known as zero-coupon Bond?
6. What is meant by price rigging?
7. Name the step in the process of planning which is considered the 'real point of decision making'.
8. Palak went to a shopkeeper to buy hair oil. The shopkeeper forced her to buy a particular brand of hair oil out of various available brands irrespective of the willingness of Palak.

Which right of palak, as a consumer has been violated?

9. The aim of a manager is to reduce costs and increase productivity through better planning, Organising, directing, staffing and controlling the activities of the organisation.

Which importance of management is discussed in the given statement?

10. 'Preference of plasma TV instead of flat screen TV' highlights which dimension of business environment?

#### Multiple choice questions.

11. The process of influencing the behaviour of people by making them strive voluntarily towards the achievement of goals is called as
  1. Leadership
  2. Controlling
  3. Co-ordinating
  4. None of these
12. Shareholders prefer high dividend, as dividends are ..... in the hands of shareholders.
  1. Taxable at high rates
  2. Taxable at normal rates
  3. Text free
  4. None of these
13. Which money market instrument is used for Bridge financing?
  1. Certificate of deposit
  2. Commercial paper
  3. Treasury bill
  4. call money

14. Mr. Singh CEO of DC Limited is appreciative of fresh ideas given by subordinates and frames policies after consulting them. Which style of leadership is followed here?
1. Autocratic
  2. Democratic
  3. Free-rein
  4. None of these
15. To conserve tigers, Airtel started an earnest awareness campaign "Save our tigers". Which objective of management is highlighted here?
1. Organization
  2. Social
  3. Personal
  4. Both (b) and (c)
16. Razdan worked in an office to acquire practical knowledge and skills along with regular studies for 2 months. Which method of training is followed here?
1. Apprenticeship method
  2. Vestibule training
  3. Orientation /induction
  4. Internship training
17. Mr. Garg prefers to stay away from his boss and is always scared of what if Boss rejected his suggestions. What does it indicate?
1. Lack of proper incentives
  2. Fear of challenge to authority
  3. Unwillingness to communicate
  4. Distrust
18. The flow of authority is from
1. Subordinate to superior
  2. Superior to subordinate
  3. Worker to worker
  4. None of these
19. In which type of plan, the move of competitors is concerned?
1. Objective
  2. Strategy
  3. Budget
  4. Rule
20. Which management function is involved in installing the CCTVs in factory for the purpose of keeping check on employees?
1. Coordination
  2. Controlling
  3. Directing
  4. Planning
21. Publishing a magazine for the purpose of consumer awareness is an example of which consumer right?
1. Right to be heard
  2. right to consumer education
  3. right to seek redressal
  4. Right to Information
22. Global Diva is a company manufacturing high-end women accessories. The company received an order from Zing Limited, Korea. The order was in Korean language, the company got it translated and as per the translation, executed the order. However, Zing Limited refused to take delivery because the goods were not as per the specifications stated in the order. Identify the barriers of communication from the above passage.
1. Psychological barrier
  2. Organizational barrier
  3. personal barrier
  4. Semantic barrier
23. Johny purchased a property worth Rs. 80 lakhs and found it to be defective. Suggest him the appropriate forum/commission to file his complaint.

1. District forum
  2. state Commission
  3. National Commission
  4. both A and B
24. Government of India has set up a regulatory body to check on various unfair trade practices like price ragging, unofficial premium in new issues, unofficial private placement. Name it.
1. SEBI
  2. NSDL
  3. RBI
  4. ASSOCHAM
25. Name the type of plan which is also a control device from which deviations can be taken care of.
1. Program
  2. rule
  3. budget
  4. objective

### State true or false

26. Money market instruments are safer than capital market instruments.
27. The use of more debt always increases the EPS.
28. It is easy to fix responsibility in formal organization.
29. Labeling is also known as silent salesman.
30. Controlling is only looking backwards.

### Identify the terms

31. The least liquid current asset of a company is .....
32. What is called the verbal part of a brand?
33. Which is the apex institution under Consumer Protection Act 1986?
34. .... refers to converting the message into communication symbols like words, pictures, gestures etc.
35. .... aims at ensuring availability of enough funds whenever required as well as avoiding idle finance.
36. .... are general statements that guide thinking or channelize energies towards a particular direction.
37. .... are routine steps on how to carry out activities.
38. .... is an assessment of the number and type of employees required to perform various jobs to achieve the organizational objectives.
39. .... leader will develop action plans and make decisions in consultations with his subordinates.
40. .... means a process of stimulating people to action to accomplish desired goals.
41. The settlement cycle in NSE is.....
42. A part of brand that is given legal protection is called .....
43. .... implies selective dispersal of authority.

### Differentiate between

44. Directing and supervision on the basis of nature.
45. On-the-job training and off-the-job training on the basis of principle.
46. Rule and method on the basis of purpose.

### Give reason

47. There is an exception given to the principle of scalar chain.
48. Selection is considered as a negative process.
49. Management is called multi-dimensional.
50. Business environment is considered to be dynamic in nature.

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**D.A.V. PUBLIC SCHOOL, ACC JAMUL**

**CLASS- XII**

**SUB- BUSINESS STUDIES**

1. Management is a process of  
(a) getting things done (b) achieving goals effectively (c) achieving goals efficiently (d) all the above
2. Efficiency is a task  
(a) being completed on time (b) being completed on time with least resources (c) being completed on time with added resources (d) none of the above
3. Being effective means  
(a) completing task (b) completing task efficiently but beyond deadline (c) completing task on time using added resources (d) all of the above
4. Which of the following is not a function of a management?  
(a) planning (b) staffing (c) cooperating (d) controlling
5. Which of the function of management ensures completing work as planned  
(a) coordinating (b) controlling (c) directing (d) organising
6. Which of the following is a social objective  
(a) providing good working condition to workforce (b) providing good quality products at reasonable price  
(c) providing good returns to investors (d) utilizing human and material resources optimally
7. Management is  
(a) an art (b) a science (c) neither an art nor a science (d) both a science and an art
8. The following is not an objective of management  
(a) earning profit (b) growth of the organisation (c) providing employment (d) policy making
9. Which of the following characteristics of profession is present in management?  
(a) code of conduct (b) professional degree (c) restricted entry (d) well defined body of knowledge
10. Which of the following characteristics of science is not applicable to management?  
(a) well defined body of knowledge (b) universal applicable principles (c) based on experiments (d) all the above
11. Which of the following is not a characteristics of science?  
(a) based on practice and creativity (b) based on experiments and observation (c) based on facts and logic (d) all the above
12. This function of management provides right kind of people for the right job  
(a) organising (b) staffing (c) coordinating (d) directing
13. Following is the function of top level management  
(a) setting organizational goals (b) solving problems of middle level management  
(c) solving problems of lower level management (d) none of the above
14. Which level of management sets targets for workforce?  
(a) top level management (b) middle level management (c) lower level management (d) all of the above
15. Level of management mainly responsible for execution of plans

- (a) middle level (b) middle level (c)both 'a' and ' b' (d)Neither (a) nor (b)
16. Which of the following belongs to middle level management.  
 (a)chief operating officer (b)factory head (c)factory supervisor (d)none of the above
17. This helps to develop unity, loyalty, commitment and cooperation among employees  
 (a)coordination (b)directing (c)motivation and leadership (d)supervision
18. Policy formulation is the function of  
 (a) top level manager (b) middle level manager (c) lower level manager (d)all of the above
19. Following is not an element of coordination  
 (a)integrating (b)balancing (c)unifying (d)cooperating
20. Coordination is  
 (a)a function of management (b)as essence of management (c)an objective of management (d)none of the above
21. Which principle of management is violated if an employee is asked to receive orders from two superiors? .
22. "Workers should be encouraged to develop and carry out their plans for improvements." Identify the principle of management formulated by Fayol.
23. Why does the principle of Unity of Command not hold good in the case of functional foremanship?
24. The production manager of Bharat Ltd. instructs a salesman to go slow in selling , the product, whereas the marketing manager is insisting on fast selling to achieve the target. Which principle of management is being violated in this case? State the consequences of violation of this principle.
25. Hina and Harish are typists in a company having same educational qualifications. ma is getting Rs. 3,000 per month and Harish Rs 4,000 per month as salary for the same working hours. Which principle of management is violated in this case? Name and explain the principle.
26. Which of the following does not characterize the business environment.  
 (a)Uncertainty (b)employees (c)relativity (d)complexity
27. Which of the following best indicates the importance of business environment  
 (a)identification (b)improvement in performance (c)coping with rapid changes (d)all of them
28. It is an example of general forces of business environment?  
 (a)investors (b)suppliers (c)government (d)competitors
29. Analysing the changes in business environment explains which feature of business environment?  
 (a) complex (b)static (c)dynamic (d)diverse
30. Which of the following is not a dimension of business environment?  
 (a)internal (b)social (c)political (d)economical
31. This is an example of economic environment.  
 (a) changes in technology (b)expectations of society(c)change in exchange rate (d)change in government rules and regulations
32. Which of the following is an example of social environment?  
 (a)more supply in the economy (b)consumer protection act (c)the constitution of the country (d)composition of family
33. The dimension of business environment which has led to incorporation of values as part of business objectives.

(a)legal (b)social (c)economic (d)political

35.Liberalisation means

(a)integration among economic (b)reduced government controls and restrictions (c)policy of planned disinvestment (d)none of them

36.Globalisation means

(a)integration among economic (b)reduced government controls and restrictions (c)policy of planned disinvestment (d)none of them

37.Privatisation means

(a)integration of public and private sector (b)planned investment (c)reduced government control (d)all of the above

38.Which of the following does not explain the impact of Government policy changes on business and industry?

(a)more demanding customers (b)increasing competition(c)change in agriculture prices(d)market orientation

39.‘Offering 30% jobs to women.’ What type of plan is it ?

40.Puneet electronics decides to sell television sets through exchange of old television sets. What type of plan is it ?

41.A company needs a detailed plan for its new project-Construction of shopping mall. What type of plan is it ?

42.Which limitation of planning suggest that the employees stop thinking and become the blind follows of plan ?

43.In which type of plan the sequences to perform a job are determined ?

44.Which plan suggests acts and non-action of employees ?

45.‘No Smoking’-this statement is related to which type of plan ?

46.Mc Donald co. does not give its franchise to any other co. Which is running food business. This is related to which type of plan ?

47. Name the network of social relationship that arises spontaneously due to interaction atwork .

48. What is the type of organization where the decision making authority lies with the top management.

49. What is the form of organization known for giving rise to rumours?

50. A company has its registered office in Delhi, manufacturing unit at Gurgaon & marketing & sales department

at Faridabad. The company manufactures the consumer products. Which type of organization structure should it adopt to achieve its targets.

51. Name the function of management that initiates implementation plans by clarifying jobs & working relationships.

52. The quality of production is not as per standards. On investigation it was observed that most of the workers were not fully aware of the proper operation of the machinery. What could be the way to improve the accuracy?

53. Name the sources of recruitment which involves shifting of an employee from one job to another, without a substantive change in the responsibilities and states of the employee.

54. Enumerate any two activities of HRM which is not covered in staffing.

55. Give examples of any two off the job methods of training.

56. What can be the two possible outcomes of the situation of over staffing?
- 57) It means overseeing the subordinates at work. Which element of directing is referred to?
- 58) Supervisor acts as a link between workers and management. How?
- 59) It refers to the way in which urges, drives, desires, aspirations, strivings or needs direct control and explain the behavior of human beings. Which element of directing is indicated here?
- 60) Motivation can be either positive or negative. Give two examples of negative motivation.
- 61) Which need in the hierarchy theory of motivation refers to affection, acceptance and friendship?
- 62) It is an incentive offered over and above the wages/salary to the employees. Name the type of financial incentive referred here.
- . What is feedback in controlling ?
63. What is the significance of standard ?
64. What is deviation in controlling ?
65. Which two steps in the process of control are concerned with compelling events to conform to plan ?
66. What is compared with that in controlling ?
67. What is meant by budgetary control ?
68. Name the two techniques of analysing deviations ?

## DAV PS Chhal

### Business Studies (054)

- 1 Which of the following is not an element of delegation  
(a) Accountability (b) Authority (c) Responsibility (d) Informal Organization
- 2 For delegation to be effective It is essential that responsibility be accompanied with necessary.  
(a) Authority (b) manpower (c) Incentives (d) Promotions
- 3 Span of management refers to –  
(a) Number of managers (b) Length of term for which a manager is appointed (c) Number of subordinate under a superior (d) Number of member in top management
4. Organization leads to optimal utilization of resource which help in-  
(a) Prevention of confusion (b) Minimization of wastage (c) Increased Project timeline  
(d) Both a and b
5. Once department are created each department is pleased under the charge of a-  
(a) Branch manager (b) Departmental head (c) HR manager (d) Marketing head
6. Which of the following statement is not true?  
(a) formal organization originates as a result of company rules & policies.  
(b) Informal organization arises out of personal qualities of individuals.  
(c) Under formal organization flow of communication takes place in any direction.  
(d) formal organization is rigid in nature.
7. Being answerable to the final out come is a phrase which can be associated with  
(a) Authority (b) duty (c) responsibility (d) accountability.  
Ans: (d) accountability
8. How can division be created?
9. Give the meaning of responsibility as an element of delegation.
10. Which Organisation structure facilitates better growth and expansion.?
11. \_\_\_\_\_ main task is to disseminate information and build goodwill about the business.
12. Short-term unsecured promissory note, transferable by endorsement and delivery with in a fixed maturity period is:  
(a) commercial paper (b) certificate of deposit (c) call money (d) Treasury Bill

13. Rathi Ltd. Does not have any debts in its capital structure but sona Ltd. Has debts in the form of 12% debentures. Both the companies are earning a return of 20% as return on Investment. Which company will enjoy Trading on equity ? Give reason.
14. How does planning involve decision making.
15. \_\_\_\_\_ Implies good sense and experience are needed to fairly treat all employees.
16. Violation of \_\_\_\_\_ can lead to increased cost of recruitment selection and training of employees.
17. Principle of Management are not:
  - (a) Universally applicable
  - (b) Flexible
  - (c) Absolute
  - (d) Behavioural
18. A case filed in state commission , can be reappealed in:
  - (a) National commission and then to supreme court
  - (b) National commission and then to supreme court
  - (c) Nowhere
  - (d) supreme court
19. \_\_\_\_\_ organizational structure promotes efficiency in utilising manpower.
20. Shilpa started a textile mill to fulfil the customers demands and focuses on enriching their quality life. The marketing philosophy followed by shilpa is:
  - (a) Societal marketing concept
  - (b) production concept
  - (c) Selling concept
  - (d) Product concept
21. \_\_\_\_\_ is an independent dealer in securities.
22. Identify the false statement.
  - (a) Demonetisation aim to create a cash lite economy
  - (b) Demonetisation is a tax administration measure.
  - (c) Rs.1000 and Rs. 2000 notes were demonetized recently by the government of India.
  - (d) Demonetisation aimed at curbing corruption and counterfeiting the use of high denomination notes.
23. What is depository?
24. Mc Donalds, the fast food restaurant, made a major change in its menu to survive in the Indian market. This depicts that management is:
  - (a) Dynamic
  - (b) Flexible
  - (c) contingent
  - (d) continuous
25. Which method of short-term finance do the bank adopt to maintain their cash Reserve Ratio?
26. Branding does not provide one of the following advantage to the customers, Identify it.
  - (a) Identification of product
  - (b) Ensures quality
  - (c) Facilitates the use of product
  - (d) Status symbol
27. What is meant by mental revaluation?
28. \_\_\_\_\_ decision in financial management affects liquidity as well as profitability of a business.
29. When a need of a person is satisfied, then only the \_\_\_\_\_ need can motivate him.
30. Which test aims to measure skills possessed by an individual?
31. The job offer is given to the candidate after being successfully clearing the \_\_\_\_\_.
32. \_\_\_\_\_ is the market for sale and purchase of existing securities.
33. The time bound plans with measurable outcomes are-----
34. Cadbury chocolates have purple packaging on all its chocolates. Which function of packaging is emphasized here?
35. Which function of marketing is concerned with cost and location of target market?
  - (a) Pricing
  - (b) Product development
  - (c) Physical distribution
  - (d) Promotion of a product
36. The allocative function of financial market help in:
  - (a) determining the prices of financial instruments
  - (b) bringing transparency in the trading procedure
  - (c) earning higher rate of return to the households.
  - (d) better functioning of depositories
37. How does controlling lay basis for planning?
38. Which standardization mark should be checked by Ms. Jain while buying gram flour?
  - (a) ISI
  - (b) Agmark
  - (c) FPO
  - (d) Hallmark
39. Which of the following functional foreman is responsible for keeping machine and tools ready for work?
  - (a) Repair boss
  - (b) Gang boss
  - (c) Inspector
  - (d) Route boss
40. Y Ltd. Plans to set up a branch in neighbouring city. Which type of financial decision is involved in this?

- (a) Capital budgeting decision
- (b) Financing decision
- (c) Working capital decision
- (d) Dividend decision

**Monnet DAV PS, Raigarh**

## **QUESTION BANK**

**B.ST.**

**CLASS-XII**

- (1) In which category does management fall?
  - (a) Well established profession
  - (b) Semi profession
  - (c) Emerging profession
  - (d) Marginal profession
- (2) Top management is concerned with formulation of
  - (a) Guideline for supervisors
  - (b) Long term plans
  - (c) Short term plan
  - (d) None of these
- (3) Principle of management provide
  - (a) Readymade solutions to problems
  - (b) General guidelines
  - (c) Methods and procedures
  - (d) Rules and regulations
- (4) Management should find “one best way” to perform a task. Which technique of scientific management is defined in the sentence?
  - (a) Time study
  - (b) Method study
  - (c) Fatigue study
  - (d) Motion study
- (5) Which one of the following is not a feature of business environment?
  - (a) Uncertainty
  - (b) Interdependence
  - (c) Complexity
  - (d) Stability
- (6) Proper understanding of business environment is not a pretty requisite for
  - (a) Tapping of useful resources
  - (b) Identification of opportunity and threats
  - (c) Formulation of strategies
  - (d) Better coordination of employee efforts.
- (7) Pervasiveness of planning indicates that planning
  - (a) Is a top management function
  - (b) Extends throughout the organization
  - (c) Is future oriented activity
  - (d) Is the first element of management process
- (8) Which one of the following is a single use plan?
  - (a) Strategy
  - (b) Rule
  - (c) Budget
  - (d) Method
- (9) Organization structure establishes relationships between
  - (a) Organization and environment

- (b) People, work and resources
  - (c) Organization and society
  - (d) Suppliers and customers
- (10) Degree of decentralisation indicates
- (a) Degree of authority delegation
  - (b) Degree of responsibility
  - (c) Degree of power delegation
  - (d) Degree of accountability
- (11) Which one of the following is a non financial incentives
- (a) Recognition
  - (b) Perquisite
  - (c) Retirement benefits
  - (d) Stock option
- (12) Which one of the following is a semantic barrier?
- (a) Organisational policy
  - (b) Lack of attention
  - (c) Technical jargon
  - (d) Status
- (13) Wealth maximisation depends on
- (a) Market price per share
  - (b) Market price of finished goods
  - (c) Market price of inventory
  - (d) Market price of fixed asset
- (14) Capital structure shows
- (a) Debtor creditor ratio
  - (b) Fixed asset current asset ratio
  - (c) Debt equity ratio
  - (d) Interest coverage ratio
- (15) Which one of the following is a money market instrument
- (a) Unit of mutual fund
  - (b) Debenture
  - (c) Bond
  - (d) Treasury bill
- (16) SEBI is regulator of
- (a) Capital market
  - (b) Money market
  - (c) Commodity market
  - (d) Overseas market
- (17) Which one of the following is not a marketing mix?
- (a) Obtaining market leadership
  - (b) Age of an organisation
  - (c) Value of money
  - (d) Product differentiation
- (18) A district forum has jurisdiction to be entertain a consumer complaint involving product value.
- (a) Up to Rs20 lakh
  - (b) Up to Rs10 lakh
  - (c) Between Rs20lakh and Rs1 crore
  - (d) Above Rs1crore
- (19) ----- is a process through which harmony is established among different activities of an organisation.
- (20) ----- assist in planning and helps in policy formation.
- (21) -----is the most critical step in the process of planning.
- (22) ----- develops initiative among subordinates.

- (23) Recruitment of employees from external source increases dissatisfaction among the present employees as their chances of ----- are reduced.
- (24) Sales volume, sales expenses, advertising expenses are the part of ----- standards.
- (25) "Taking corrective action " is ----- step in process of controlling.
- (26) ----- is a speculator, who expects rise in price of securities and a ----- is a speculator ,who expects fall in price of securities.
- (27) ----- is a market for the purchase and sale of existing securities .
- (28) The focus of ----- concept is "attracting consumer " while the focus of ----- concept is "consumers satisfaction " .
- (29) "in an organisation, employee are satisfied and there is no chaos and effect of management is noticeable ".which characteristics of management is highlighted by this statement?
- (30) My Donald's keep introducing new varieties of burgers. Which characteristics of management is highlighted in this?
- (31) Mention the technique in which a production target achiever is paid higher per piece wage as compared to a non achiever.
- (32) "there should be place for everything and everything should be in its place. "which principle of management has this prescription?
- (33) In the present business environment, there is emphasis on free flow of goods among different countries ".with which aspect of business environment is this statement is related?
- (34) What is policy as a type of plan?
- (35) "Ultra fashion Ltd has formulated a plan to diversify in new business ".what type of plan has been formulated by the company.
- (36) " planning is done for achieving organisational goals ".Do you agree? Give one reason in support of your answer.
- (37) Name the process which initiates implementation of plan by clarifying jobs and working relationships and effectively deploying resources for achieving organisational objectives.
- (38) " About a type of organization, it is said that it is an evil to be nipped in the bud itself. "mention the name of this organization.
- (39) "A type of source of recruitment leads to inbreeding which bring rigidity in the organisation ".Mention the source of recruitment.
- (40) "A training method involves providing training to employees on the equipment which they will be using". Mention the name of this training method.
- (41) Which theory of motivation emphasises that people move to the next higher level needs when their lower level needs are reasonably satisfied?
- (42) Which leadership style involves centralization of decision making authority by a leader?
- (43) "cost of debt is lower than cost of equity share capital Even than company cannot work only with debt".Give reason?
- (44) What is a commercial paper?
- (45) Which money market instrument is used by Reserve Bank of India on behalf of the government of India ?
- (46) Name the aspect of product which involves designing and producing container or wrapper of the product.
- (47) Name the marketing management philosophy which assumes that if an organisation is able to produce efficiently, it will not require any marketing effort.

### **ANSWER B.ST.**

- (1) Marginal profession
- (2) Long term plan
- (3) General guideline
- (4) Motion study
- (5) Stability
- (6) Formulation of strategies
- (7) Extend throughout the organization



- (8) Budget
- (9) People, work and resources
- (10) Degree of authority delegation
- (11) Recognition
- (12) Technical jargon
- (13) Market price per share
- (14) Interest coverage ratio
- (15) Treasury bill
- (16) Capital Market
- (17) Age of an organisation
- (18) Up to Rs20lakh
- (19) Co ordination
- (20) Business environment
- (21) Selecting the best possible course of action
- (22) Decentralisation
- (23) Promotion
- (24) Marketing
- (25) Last or final
- (26) Bull and bear
- (27) Secondary market
- (28) Selling and marketing
- (29) Management is an intangible force
- (30) Management is a dynamic function
- (31) Differential piece wage system
- (32) Order
- (33) Globalisation
- (34) Policy is a statement which guides thinking or channelise energies towards a particular direction
- (35) Strategy
- (36) Yes, planning provides direction for action relevant to achieving organisational goals
- (37) Organising
- (38) Informal organisation
- (39) Internal source of recruitment
- (40) Vestibule training
- (41) Maslows needs theory
- (42) Authoritative leadership style
- (43) It is so because a company cannot be formed and run without equity share capital
- (44) Commercial paper is a short term unsecured promissory note issued by reputed business organisation at a price lower than its face value and redeemed at par
- (45) Treasury bill
- (46) Packaging
- (47) Production concept

## DAV PS, CHIRIMIRI

### OBJECTIVE TYPE/MCQ

#### XII-BUSINESS STUDIES (054)

**Objective type one word or one sentence answer questions:(carrying 1 mark each)**

- 01.Sivam applied to electricity Board for electricity connection in his out garage. There was a delay in releasing the connection. Shivam suffered a loss of Rs.20,000 due to deficiency in the services by the electricity board. Can he file a case under Consumer protection Act.
- 02.How does divisional structure ensure greater accountability?
- 03.Name the financial decisions which affects the liquidity as well as profitability of business.

- 04.Saksam Ltd.is planning to raise capital from the market. But the stock market has bullish trend at this point of time. What do you think that company should issue equity share or debts? Give reason also.
- 05.Mc Donald the fast food restaurant, made a major change in its menu to survive in the Indian market. Which characteristics of management is highlighted here?
- 06.A company manufacturing noodles under the brand of “Maggie? Uses the same brand name for tomato ketchup, soups etc. What benefit will the company get through this?
- 07.Why are principles of management called contingent?
- 08.What is mental revolution?
- 09.At which level of management are the managers responsible for maintaining the quality and safety standards?
- 10.The coordination is required at which level of management?
- 11.To see whether plans are being implemented and activities are being performed according to schedule is step of planning process. Identify the step.
- 12.National Vitec ltd has grown in size 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 CEO starts delegating some of its 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 organisation. Identify the concept of management discussed above.
- 13.Which component of capital structure determines the overall financial risk?
- 14.How are ‘Growth Prospects’ related with the requirement of working capital?
- 15.State any two points of responsibilities of a consumer.
- 16.What is span of management?
- 17.Why is it sad that directing takes place where ever superior subordinate relationship exists?
- 18.When is financial leverage favourable?
- 19.ABC Ltd issued prospects for the subscription of its shares for Rs.500 crores in 2018. The issue was oversubscribed by 20 times. The company issued shares to all the applicants on pro-rata basis. Later SEBI inspected the prospectus and found some misleading statement about the management of the company in it. SEBI imposed penalty of Rs.5 crores and banned its three executives’ directors for dealing in securities market for three years.
- Identify the function and its type performed by SEBI in the above case.
- 20.What did Taylor want to communicate through mental revolution?

**MCQ questions:**

***There are four options for each question, out of these, only one is correct. You have to identify the correct option. (carrying 1 mark each)***

- 21.The flow of authority is from
- (a) subordinate to superior (b) superior to subordinate (c) worker to labourer
- (d) None of these
- 22.“Co-ordinaton is the process whereby an executive develops an orderly pattern of group efforts among his subordinates and secures unity of action in pursuit of common purpose. “This is given by
- (a) Henry Fayol (b) Harold Koontz (c) Mc Farland (d) None of these
- 23.In which type of plan, the move of competitors is considered?
- (a) objectives (b) strategy (c) Budget (d) Rule
- 24.Organising is the process defining and grouping the grouping of an enterprise and establishing \_\_\_\_\_ relationship among them.

(a) legal (b) ethical (c) family (d) authority

25.TCS Ltd. Does mass recruitment every year from different engineering colleges offering fresher level job to the final year students. Identify the source of recruitment adopted here.

(a) Placement agencies (b) Casual callers (c) Web publishing (d) Campus recruitment

26.Managers needs to be dynamically competent for all the changes happening in the environment. In the music industry. CDs were major source of entertainment in the past but gradually video cassettes replaced them. So, managers ad to adopt in their organisation accordingly. Identify the environment change highlighted here.

(a) Social environment change (b) Technological environment change (c) Economic environment change (d) Both (a) and (b)

27. 'Offering 30 % jobs to women' is which type of plan?

(a) Rule (b) Strategy (c) Policy (d) Method

28.Kash is the manager of southern division of a large corporate house. At what level of management does he work in the organisation?

(a) Top management (b) Middle management (c) Lower management (d) shop floor.

29.Publishing a magazine for the purpose of consumer awareness is an example of which consumer right?

(a) Right to be heard (b) Right to consumer education (c) Right to seek redressal

(d) Right to information.

30.Which component of capital structure determines the overall financial risk in an organisation?

(a) Equity (b) Debt (c) Finance (d) None of these.

31.Business environment is \_\_\_\_\_ concept.

(a) relative (b) organised (c) irrelevant (d) None of these

32. \_\_\_\_\_ is one of the importance of organisation that facilitates modification in organisational structure and revision of inter-relationships among people in order to adapt to environment changes.

(a) expansion and growth (b) adaptation to change (c) Effective administration

(d) Optimum utilisation of resources

33.Which principle of scientific management discards the old approach of rule of thumb?

(a) Harmony not discord (b) Cooperation not individualism (c) Science not rule of thumb (d) Either (a) or (c)

34.The process of introducing the selected employees and making him familiar with rules and policies of the organisation is known as \_\_\_\_\_.

(a) Orientation (c) compensation (c) Promotion (d) career planning

35.Gloval Diva is a company manufacturing high-end women accessories. The company received an order from Zing Chau Ltd., Korea. The order was in Korean language. The company got it transferred and as per the translation, executed the order. However, Zing Chau Ltd refused to take delivery because the goods were not as per their specification stated in order. Identify the barrier of communication from the above passage.

(a) Psychological barrier (b) Organisational barrier (c) Semantic barrier (d) Personal barrier

36.Murthy completely delegated the authority so that subordinates themselves take decisions. Identify the leadership style.

(a) Autocratic (c) Democratic (c) Laissez-Faire (d) None of these

37.Monetary Policy Committee (MPC) recently lifted the changes from NEFT and RTGS transactions. This is an example of which form of business dimension.

(a) Political environment (b) Legal environment (c) Technological environment

(d) Economic Environment

38.Mr.Nirbhay Kapur CFO of Patna Ltd. analysed the variances to find out the causes of variances. Identify the step of controlling process being performed.

- (a) Measurement of actual performance (b) Comparing actual performance with the standards. (c) Analysing the deviations (d) Taking corrective actions

39.Ajay Thakur, chairperson of Thakur Enterprises misses no opportunity to praise his subordinates for their good work. Which element of directing is highlighted?

- (a) communication (b)Supervision (c) Motivation (d) leadership

40.Which act protects and promotes the interests of the consumers?

- (a) Consumer Protection Act.1985 (b) Consumer Protection Act,1986  
(c) Consumer Protection Act,1987 (d) Consumer Protection Act,1988

***Q.41 to 50 State true or false Carrying 1 mark each.***

41.Money market instruments are safer than capital market instruments.

42. The use of more debt always increases the EPS.

43.Personality tests are easy to design.

44.Motivation is only positive.

45.It is easy to fix responsibility in formal organisation.

46.Labelleing is known as silent salesman.

47.Controlling is only looking ahead.

48.Aptitude test is important for determining interest of a candidate.

49.Vertical communication is a type of formal communication.

50.Management is a tangible force.

**DAV PS, BISHRAMPUR**

**1 Mark Questions:**

1. Consumer organizations are making efforts to \_\_\_\_\_ their number.
  - a. Increase
  - b. Decrease
  - c. Stabilize
  - d. None of the above
2. Which of the following is a basis for a complaint?
  - a. Defective things
  - b. Deficiency in service
  - c. Charging more price
  - d. All of these
3. Which of the following is the function of marketing?
  - a. Promotion
  - b. Physical distribution
  - c. Transport
  - d. All the above
4. Which of the following is the example of Dunlop?
  - a. Branding
  - b. Brand
  - c. Brand name

- d. Brand mark
5. Which of the following is included in the financial assets?
  - a. Shares
  - b. Debentures
  - c. Treasury bill
  - d. All the above
6. Primary and secondary markets:
  - a. Compete with each other
  - b. Complement each other
  - c. Function independently
  - d. Control each other
7. Why is working capital important?
  - a. To buy land
  - b. To buy building
  - c. To make payment for routine expenses
  - d. To buy machine
8. The cheapest source of finance is:
  - a. Debenture
  - b. Equity share capital
  - c. Preference share
  - d. Retained earning
9. Which of the following is associated with the marketing standars?
  - a. Sale expenses
  - b. Capital expenses
  - c. Quantity
  - d. Dispute rate
10. An efficient control system helps to:
  - a. Achieve objectives
  - b. Boost employees morale
  - c. Efficient use of resources
  - d. All of these
11. Which of the following needs of the employees are satisfied by non-financial motivation?
  - a. Social
  - b. Esteem
  - c. Self-actualization
  - d. All the above
12. The process of converting the message into communication symbols is known as:
  - a. Media
  - b. Encoding
  - c. Feedback
  - d. decoding
13. The word development is linked or associated with:
  - a. Managers
  - b. Workers
  - c. Supervisors
  - d. Workers and supervisors
14. Which of the following aims at examining the interest of the candidate?
  - a. Intelligence test
  - b. Interest test
  - c. Aptitude test
  - d. All of these
15. What is the key to managerial post?
  - a. Responsibility
  - b. Authority
  - c. Accountability
  - d. None of these
16. Which of the following has a wider scope?
  - a. Management

- b. Centralization
  - c. Decentralization
  - d. delegation
17. 'Smoking is prohibited in the factory' what element of planning does it exemplify?
- a. Policy
  - b. Rule
  - c. Procedure
  - d. method
18. planning is a process:
- a. periodic
  - b. continuous
  - c. casual
  - d. annual
19. Which of the following is not a part of the internal environment?
- a. Customers
  - b. Objectives
  - c. Policies
  - d. Organization structure
20. Which of the following best indicates the importance of business environment?
- a. Identification
  - b. Improvement in performance
  - c. Coping with rapid changes
  - d. All of them
21. What did Taylor want to standardize?
- a. Material
  - b. Machine and tools
  - c. Methods
  - d. All of these
22. Which management expert is talked about mental revolution?
- a. Fayol
  - b. Taylor
  - c. Hamman
  - d. None of these
23. Cooperation means:
- a. Desire to work jointly
  - b. Determining activities
  - c. Both the above
  - d. None of these
24. Management ensures:
- a. Providing employment opportunities
  - b. Maintaining profit
  - c. Ensuring maximum utilization of resources
  - d. Control on cost

### 3 Marks Questions:

25. "Management is a profession." Do you agree? Give reasons in support of your answer.
26. State the main aspects in the concept of planning?
27. Bharati Ltd is a leading mobile company. It is planning to acquire Queen Ltd's (its close competitor) business worth Rs.1000crore. Which financial decision is involved in it? Explain it.
28. Pranjal has 500 shares of L&T. L&T comes out with a fresh issue of shares and Pranjal received an offer to buy 1 share of L&T for every 5 shares held by her. Which method of floating new issue is indicated in this case?
29. If you fail to plan, you plan to fail. "Do you agree? Give any three reasons.
30. A manager is responsible to solve conflicts regarding authority and responsibility amongst employees and create a fruitful environment to work as a unit. Identify the function of management and explain its importance.
31. In Manik Ltd., selection process is very fair, scientific and standardized, competent, laborious employees with good work culture are selected. As a result, subordinates are efficient, responsible and take initiative in every activity. Which kind of leadership style would be suitable in Manik Ltd.

32. Jindal Ltd. Could not achieve that target production of 15000 cars p.a. it could produce only 14125 cars- while analyzing the reasons for deviations, it was found that workers were not efficient. Training programmes were organized and next year, company was able to produce 15000 units. Production Manager is of the opinion, that with this, management ends at controlling. Do you agree? Give reason to support your answer.

#### 4 Marks Questions:

33. Aarushi buys a packet of dry cake from a cake shop without asking for the bill. The pack does not bear any information other than the name of shop. After reaching home she finds the cake to be stale.
- Identify the consumer right that has been violated
  - State any three responsibilities that a consumer must keep in mind while purchasing any good
34. "Time Line" watch manufacturing company is a renowned company in marketing watches. It performs various activities like, market analysis, product designing or merchandising, packaging, warehousing, branding, pricing, promotion and selling. The company maintains good customer relations through various follow up activities. This helps the company in procuring repeat sales orders.
- Name the concept related to the activities mentioned in the above paragraph.
  - Explain any two features of the concept identified in part (a).
35. To avoid the problem of shortage and surplus of funds what is required in financial management? Name the concept and explain its any three points of importance.
36. 'If anything goes wrong with the performance of key activities, the entire organization suffers. Therefore, the organization should focus on them.' Explain the statement with a suitable example.
37. "All managers are leaders, but all leaders are not managers." Do you agree with this statement? Give any three reasons in support of your answer.
38. Ramesh is working under the guidance of Harish, a carpenter, for the last three years to learn the different skills of this job. Name and explain the method of training Ramesh is undergoing.
39. A fashion Design house has the following main jobs:
- Manufacturing
  - Finance
  - Marketing
  - Personnel
  - Research and Development

Which organizational structure will you prefer for this type of a company and why?

40. Principles of Taylor and Fayol are mutually complementary. One believed that management should not close its ears to constructive suggestions made by the employees, while the other suggested that a good company should have an employee suggestion system, whereby suggestions which result in substantial time or cost reduction should be rewarded. Identify and explain the principles of Taylor and Fayol referred in the above para.

## BUSINESS STUDIES XII

### MARKING SCHEME

- Increase
- All of these
- All the above
- Brand name
- All the above
- Complement each other
- To make payment for routine expenses
- Retained earning
- Sale expenses
- All of these
- All the above
- Encoding
- Managers
- Interest test
- Authority
- Management

17. Rule
18. Continuous
19. Customers
20. All of them
21. All of these
22. Taylor
23. Desire to work jointly
24. Ensuring maximum utilization of resources
25. This statement is wrong as management does fulfill some of the conditions of profession but still lacks some other conditions or characteristics of a profession.  
 Nature of profession do not fulfill by the management:  
 Restricted entry, professional association, ethical code of conduct  
 Nature of profession do fulfill by the management:  
 Well defined knowledge, service motive
26. Setting objectives, identifying various courses of action, selecting the best possible alternative from among the various courses of action available.
27. Explain Investment.
28. Explain Right Issue.
29. Explain any three importance planning.
30. Explain organizing
31. Explain Laissez Faire
32. No, because analysis of deviations may leads to revise the standards next year.
33. A. right to information  
 B. explains -consumer must be quality conscious/do not compromise on quality, do not forget to get receipt and guarantee/warranty card, advertisements often exaggerate/beware of false advertisement.
34. A. marketing  
 B. features of marketing-Explain: need and want, creating a market offering
35. A. it is financial planning  
 B. explains- helps to face the eventualities, helps in avoiding business shocks and surprises, helps in coordination.
36. A. the statement refers to use of 'critical point control', while analyzing deviations.  
 B. explain meaning of critical point control  
 C. Example- in a manufacturing organization, an increase of 5% in the labour cost may be more troublesome than 15% increase in postal charges.
37. I do agree with this statement. Following are the reasons:
  - a. Management is wider term than leadership
  - b. It is necessary for a manager to play the role of a leader
  - c. It is not necessary for a leader to play the role of a manager
38. It is Apprenticeship programme. Explain it.
39. For this company, functional organization structure will be more appropriate. It has the some advantages- Explain any three.
40. The principle of Taylor referred to is- cooperation not individualism (explain)  
 The principle of Fayol referred to is- Initiative (explain)