

PT-01, 2023-24 (SET-C)
Class – XII, SUBJECT: BUSINESS STUDIES

Time: 90 Min

MM: 40

General instructions:

1. This question paper contains 17 questions.
2. Marks are indicated against each question.
3. Answers should be brief and to the point.
4. Answers to the questions carrying 3 marks may be from 50 to 75 words.
5. Answers to the questions carrying 4 marks may be about 150 words.
6. Answers to the questions carrying 6 marks may be about 200 words.
7. Attempt all parts of the questions together.

Q. No	Question's	Marks
01.	Name the principle of management given by Fayol which when applied would mean that the workers and management both honour their commitments without any prejudice towards one another. (a) Discipline (b) Mental Revolution (c) Remuneration of employees (d) Scalar chain	1
02.	Mr. Vivek is working as the General Manager of Oshin Hotels Ltd. Mr. Vivek observed that Government was taking a special interest in the Tourism industry as this sector is an important source of foreign exchange and employment promotion. On the basis of this news, the company decided to set up hotels at several tourist places. Oshin Hotels Ltd. established 50 hotels before other companies considered this issue. Very soon, this brand Oshin Hotels Ltd. became well known in the market. Identify the importance of business environment described here. (a) It enables the firm to identify opportunities and getting the first mover advantage. (b) It helps the firm to identify threats and early warning signals. (c) It helps in tapping useful resources. (d) It helps in improving performance.	1
03.	The CEO of Radhe Cycles Pvt Ltd. Mr. Kumar wants to get maximum output from the employees at a competitive cost. On the other hand Ramakant, an employee of the company wants to get the maximum salary while working the least. The Principle of management given by Fayol being violated by Ramakant is..... (a) Remuneration (b) Equity (c) Discipline (d) Subordination of individual interest to general interest.	1
04.	Identify the dimensions of the business environment illustrated by the picture given below in which Suchi who has joined the workforce recently is working as an accounting software. (a) Technological and social. (b) Technological and political (c) Political and economic (d) Social and legal.	1



05.	<p>Taylor believed that there was only one best method to maximise efficiency. This method can be developed through study and analysis. Identify the principle of Scientific management being discussed above:</p> <p>(a) Harmony not discord (b) Science not rule of thumb (c) Development of each & every person to his or her greatest efficiency & prosperity. (d) Cooperation not individualism.</p>	1
06.	<p>Identify the reason which makes management important in the light of the fact that it is generally seen that individuals in an organization resist change, as a change often means moving from a familiar, secure environment into a newer and a more challenging one.</p> <p>(a) Management helps in achieving group goals. (b) Management creates a dynamic organization (c) Management increases efficiency (d) Management helps in the development of society.</p>	1
07.	<p>Planning is closely connected with _____ and _____.</p> <p>(a) Responsibility and accountability (b) Delegation and decentralization (c) Stability and security (d) Creativity and innovation</p>	1
08.	<p>The principle of management given by Fayol which aims at preventing overlapping of activities is:</p> <p>(a) Division of work (b) Unity of Command (c) Unity of Direction (d) Order</p>	1
09.	<p>The technique of Scientific Management given by Taylor, which aims to establish interchangeability of manufactured parts and products is</p> <p>(a) Method Study (b) Motion study (c) Standardization (d) Differential Piece wage system.</p>	1
10.	<p>Yokohama a mobility platform is in the process of laying off 400-500 employees in a move aimed at driving cost efficiency. Which objective of management will the firm not be able to achieve by carrying out this process.</p> <p>(a) Efficiency (b) Social (c) Profit (d) Survival</p>	1
11.	<p>Briefly explain following principles of management given by Henry Fayol:</p> <p>(a) Order (b) Equity</p>	3
12.	<p>“Art is concerned with personal application of knowledge.” In the light of this statement compare all the features of management with art compare all the features of management with art prove that it is an art.</p>	3
13.	<p>The management of Amaira Ltd. Strongly believes that the members of the organisation would work toward fulfilling the common organizational goals. This requires team work and integration of efforts of all individual departments and specialists. This is because all the individuals and departments depend on each other for information and resources to perform their respective activities. Manager needs to reconcile difference in approach, timing, efforts and interest. At the same time it should enable all its members to grow and develop. Thus, there is a need to harmonize individual goals and organizational goals.</p> <p>(a) State the concept of the management discussed above. (b) State any three features of the concept identified in above paragraph.</p>	4
14.	<p>Why it is important for business enterprise to understand their environment? Explain.</p>	4

15.	<p>Prashant Toys Pvt. Ltd. Manufactures & sells toys if different types. Two founders of the company, Prashant & Nishant, jointly look after the overall management of the company. Since there is no clear-cut demarcation of authority between the two, often contradictory orders are passed to production and marketing people. Sometimes this situation becomes embarrassing to production & marketing managers.</p> <p>(i) Which Principle if Management are being violated in this case?</p> <p>(ii) State two steps that the company should take to overcome the problem.</p>	4
16.	<p>Briefly explain following techniques of Scientific Management as given by F.W. Taylor:</p> <p>(a) Method study</p> <p>(b) Standardization</p> <p>(c) Differential piece wage system</p>	6
17.	<p>Explain the steps that are required to be performed by a manager before evaluating all possible courses of action in planning process.</p>	6

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