

6) These days consumers are making eco-friendly and healthy choices and are saying no to all things made of plastic and replacing it with stainless steel and ceramic containers, thus forcing business to change as well.

Identify the feature of business environment highlighted above:

- A) Totality of external forces B) Specific and general forces
 C) Inter-relatedness D) Dynamic nature (1)

7) i) The functional structure is suitable where mainly a single product is sold.

ii) Even after the Delegation of Authority, the manager cannot escape the accountability.

Both the statements are:

- A) True
 B) False
 C) Statement (i) is true and Statement (ii) is false.
 D) Statement (i) is false and Statement (ii) is true. (1)

8) Match the various communication barriers given in Column II with their respective categories given in Column I:

COLUMN I		COLUMN II	
A	Semantic Barriers	i	Distrust
B	Psychological Barriers	ii	Lack of proper incentives
C	Organisational Barriers	iii	Symbols with different meanings
D	Personal Barriers	iv	Status

- A) A-i, B-ii, C-iii, D-iv B) A-iv, B-iii, C-i, D-ii
 C) A-iii, B-i, C-iv, D-ii D) A-iii, B-ii, C-iv, D-i (1)

9) Keya Ltd. is a large manufacturing a popular brand of desi ghee and supplying it to various states of India. They manufacture 10,000 litres of desi ghee everyday and pack in cartons of 250ml, 500ml and 1 litre sizes. The production manager ensures that one out of every ten cartons of each size is checked for quality control everyday.

The step of the controlling process discussed in the above para is:

- A) Setting performance standards B) Measurement of actual performance
 C) Comparison of actual performance with standards
 D) Analysing Deviations (1)

10) The use of debt increases the financial risk of a business. The factor determining the choice of an appropriate capital structure of a company highlighted in the above statement is:

- A) Debt Service Coverage Ratio B) Risk Consideration
 C) Cost of Debt D) Flexibility (1)

11) Avion Company's target production is 8000 units in a year. To achieve this target the management has to operate on double shifts due to power failure most of the time. The manager is able to produce, 8000 units but at a higher production cost.

In the above case tell the status of the manager.

- A) Manager was effective B) Manager was efficient
 C) Manager was effective but not efficient
 D) Manager was efficient but not effective (1)

12) Sameer works as a foreman in 'Lakshmi Automatives Ltd.' a company manufacturing cars. He is subordinate to Ramesh, who is the Production Incharge in the factory. Sameer is incharge of timely and accurate completion of job by workers working in the Production Department. There are three other foremen who work under the Production Incharge, while four other foremen work under Naresh, the Planning Incharge in the factory. Each of the eight foremen is a specialist in his area and gives orders to the workers relating to it.

The technique of scientific management highlighted in the above case is: (1)

- A) Method Study B) Differential Piece Wage System
C) Functional Foremanship D) Standardisation and Simplification of work

13) Aiming to revive Jammu and Kashmir's attraction as a top location for film shooting the J&K film policy, 2021 offers a host of incentives to the filmmakers, such as subsidies and how long term interest rates for films with patriotic and certain other themes shot in J&K, for giving work opportunities to local artistes etc. They will have an impact on business enterprises in the state. Which component of business environment is highlighted above:

- A) Specific and general forces B) Technological Environment
C) Economic Environment D) Totality of External forces (1)

14) Purva Ayurvedic Ltd. is an established Indian company manufacturing organic consumer goods like toothpastes and shampoos. It has planned to increase its market share from 30% to 40% in the current financial year. With the expanding market of organic products other companies in the consumer goods industry have also launched these products with organic components. The competition in the market has increased and it was found that the sales of Purva Ayurvedic Ltd. came down and its market share was reduced to 23%.

Identify the limitation of planning highlighted in the above case:

- A) Planning may not work in a dynamic environment
B) Planning is time consuming
C) Planning involves huge cost
D) Planning reduces overlapping and wasteful activities (1)

15) Name the concept which explains the manner in which decision making responsibilities are divided among hierarchical levels:

- A) Organisational structure B) Span of Management (1)
B) Delegation D) Decentralisation

16) The concept of Control Management is based on the belief that if you try to control everything you may end up controlling nothing:

- A) Critical Point Control B) Key Result Areas
C) Management by Exception D) Deviations (1)

17) Financial Leverage is called favourable if:

- A) Return on Investment is lower than the cost of debt
B) ROI is higher than the cost of debt
C) Debt is easily available
D) If the degree of existing financial leverage is low.

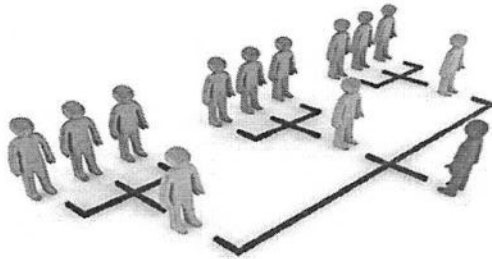
18) _____ deals with Newly Issued Shares.

- A) Secondary Market B) Primary Market
C) Money Market D) Stock Market (1)

19) A popular nationalized bank has been fined Rs. 8 Lakh by the country's highest consumer court. National Consumer Disputes Redressal Commission (NCDRC), for not sharing complete insurance policy details with a customer. The bank has been ordered to pay the full amount as compensation to the customer. Identify the right of consumers being violated in the given case.

- A) Right to be Heard B) Right to Seek Redressal
C) Right to be Informed D) Right to Safety (1)

20)



(1)

Which type of Organisation is depicted in the above image:

- A) Functional Organisation B) Formal Organisation
C) Divisional Structure D) Informal Organisation

21) Explain three points that highlight the importance of 'Co-ordination'. (3)

22) Due to constant technological improvements many existing products become obsolete. Identify and explain the related dimension of business environment.

OR (3)

An increase in taxes by the government can make things expensive to buy. Identify and explain the related dimension of business environment.

23) Write about the different styles of leadership (with diagram).

OR (3)

Explain Semantic barriers and give examples to support your answer.

24) Planning without controlling is meaningless and controlling is blind without planning. Comment. (3)

25) Explain the Scientific Principles of Management.

26) Describe briefly any four types of Standing Plans.

OR (4)

Explain briefly any four limitations of Planning.

27) Discuss any two On the Job and any two Off the Job methods of training. (4)

28) Explain the meaning of Financial Planning. Why is it important? Give any two reasons.

OR (4)

State any four factors which help in determining the Fixed Capital requirements of a company.

29) Define Indirect Channels of Distribution. Explain the methods of Indirect Channel. (4)

30) Write about Consumer Protection Act, 2019. Describe the Redressal Agencies under COPRA, 2019 in brief. (4)

31) Name the different types of organization. Distinguish between both on the basis of i) purpose, ii) behavior of members, iii) adherence to rules and iv) stability

OR (6)

What is Delegation? Explain the elements of delegation. Give any two importance of delegation.

32) What do understand by motivation? Explain Maslow's Need Hierarchy Theory (with diag.). (6)

33) What do you know about Primary Market? Describe the methods of issuing shares here. (6)

34) Give the meaning of Marketing Management. Discuss the philosophies of marketing management.

OR (6)

Describe the various Marketing Mix in detail.

DELHI PUBLIC SCHOOL, BHILAI
BUSINESS STUDIES
SAMPLE PAPER (ANSWER SCHEME)
CL. 12
2024-2025

- 1B) Strategy
- 2D) All of these
- 3B) Regulatory Framework
- 4C) Personalised Application
- 5A) Stability of Personnel
- 6D) Dynamic nature
- 7A) True
- 8C)A-iii, B-I, C-iv, D-ii
- 9B) Measurement of actual performance
- 10B) Risk consideration
- 11C) Manager was effective but not efficient
- 12C) Functional Foremanship
- 13C) Economic Environment
- 14A) Planning may not work in dynamic environment
- 15D) Decentralisation
- 16C) Management by exception
- 17B) ROI is higher than cost of debt
- 18B) Primary Market
- 19C) Right to be Informed
- 20D) It leads to faster spread of information and rapid feedback
- 21 to 34 – Direct questions

DELHI PUBLIC SCHOOL, BHILAI

PRACTICE PAPER

CLASS-XII

BUSINESS STUDIES

TIME: 3 Hrs

M M: 80

General Instructions

1. This question paper contains 34 questions.
2. Marks are indicated against each question.
3. Answer 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.

1. This type of organisation structure is most suitable when the size of the organisation is large, has diversified activities and operations require a high degree of specialisation. (1)

(a) Divisional structure (b) Functional structure

(c) Network structure (d) Matrix structure

2. _____ is the process a manager follows in dividing the work assigned to him so that he performs that part which only he because of his unique organisational placement, can perform effectively and so that he can get others to help with what remains. (1)

(a) Organisational Structure (b) Span of management

(c) Delegation (d) Decentralisation

3. 'Fayol points out the danger and costs of unnecessary labour turnover in one of his principles.' Identify the principle. (1)

(a) Initiative (b) Espirit de Corps

(c) Division of Work (d) Stability of Personnel

4. Same gearbox can be used in different models of cars of a particular brand. Which of the following techniques of scientific management is highlighted in aforesaid situation? (1)

(a) Method study (b) Standardisation

(c) Simplification (d) Functional foremanship

5. Mihir's business is being adversely affected due to the delay in delivery on account of poor weather conditions. Identify the marketing function which will be helpful to him in this regard. (1)

- (a) Physical distribution (b) Standardisation and grading
(c) Transportation (d) Warehousing

6. Plans encourage new ideas that can take shape of concrete plans. Identify the related importance of planning. (1)

- (a) Planning provides direction (b) Planning reduces the risk of uncertainty
(c) Planning promotes innovation (d) Planning facilitates decision making

7. Electric vehicles with zero tailpipe emission are emerging as a good alternative to problems like climate change, surging pollution leading to ill health, crude import bill and energy security. Identify the related dimensions of business environment. (1)

- (a) Economic, Legal and Social dimension
(b) Social, Political and Economic dimension
(c) Economic, Technological and Social dimension
(d) Social, Political and Legal dimension

8. If the demand of a product is _____, the firm is in a better position to fix higher prices. (1)

- (a) Inelastic (b) Elastic (c) Unitary elastic (d) Perfectly elastic

9. On the introduction of 'Goods and Services Tax Act', experts in the field of business started analysing and forecasting its impact on various sectors and industries. Aniket, an established businessman, attended a few seminars and conferences organised by such experts to familiarize himself with this information. He wanted to use these forecasts to reduce the uncertainty in making decisions for the future in his business. Identify the step in the planning process that is being discussed above. (1)

- (a) Follow-up action (b) Setting objectives
(c) Developing premises (d) Selecting an alternative

10. If the rate of return on investment for a company is 16%, a situation of unfavourable financial leverage will be said to arise when the rate of interest payable on debt capital is (1)

- (a) More than 16% (b) Less than 16%
(c) Equal to 16% (d) None of the above

11. _____ test is a measure of an individual's potential for learning new skills. (1)

- (a) Aptitude test (b) Trade test
(c) Skill test (d) Personality test

12. A Joint Management Committee is an example of _____ non-financial incentive. (1)

- (a) Job enrichment
- (b) Employee empowerment
- (c) Employee participation
- (d) Employee Recognition Programme

13. The production manager requested the owner of the factory to revise the standard production time and the differential wage system after the new machinery was installed. Identify the importance of controlling highlighted by the statement. (1)

- (a) Accomplishing organisational goals
- (b) Ensuring order and discipline
- (c) Making efficient use of resources
- (d) Judging accuracy of standards

14. Successful organisations do not achieve goals by chance but by following a deliberate process known as (1)

- (a) Planning
- (b) Coordination
- (c) Controlling
- (d) Management

15. Assertion (A): Management consists of a series of interrelated functions that are performed by all managers.

Reason (R): Management is a process. (1)

- (a) Both (A) and (R) are correct and (R) is the correct explanation of (A).
- (b) Both (A) and (R) are correct and (R) is not the correct explanation of (A).
- (c) (A) is incorrect but (R) is correct
- (d) (A) is correct but (R) is incorrect.

16. Statement I: Capital Budgeting decision involves investment of funds in long term projects.

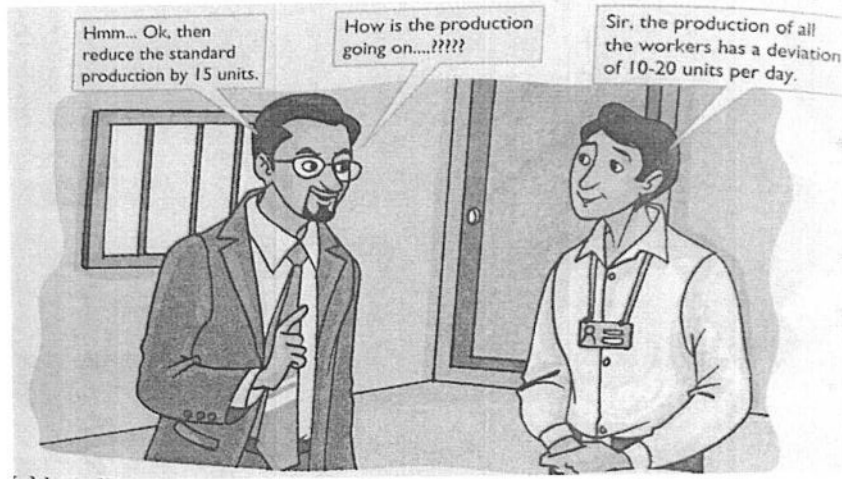
Statement II: The size of assets, profitability and competitiveness are all affected by capital structure decisions. (1)

- (a) Both the Statement I and Statement II are true.
- (b) Both the Statement I and Statement II are false.
- (c) Statement I is true but Statement II is false.
- (d) Statement I is false but Statement II is true.

17. Which of the following statements is incorrect? (1)

- (a) Leadership and motivation are the two elements of directing.
- (b) Motivation creates goal directed behaviour
- (c) All managers are leaders but all leaders are not managers.
- (d) Directing is a wider concept than management.

18. Analyse the picture given below and identify the importance of controlling reflected. (1)



- (a) Making efficient use of resources (b) Ensuring order and discipline
(c) Judging accuracy of standards (d) Improving employee motivation

19. Which type of training is a joint programme of training in which educational institutes and business enterprises collaborate. (1)

- (a) Vestibule training (b) Internship training
(c) Apprenticeship training (d) Induction training

20. Sreerag is trying to understand the message sent by Abhigyan by reading his gestures. What is Sreerag doing here? (1)

- (a) Encoding (b) Feedback (c) Decoding (d) Noise

21. Why is understanding of business environment important for managers? Explain with the help of any three points. (3)

22. Explain the redressal mechanism available to consumers under the Consumer Protection Act, 2019. (3)

23. Explain any three factors which affect the 'Dividend Decision' of a company.

OR (3)

Explain any three factors that affect the working capital requirements of the company.

24. Discuss the relationship between planning and controlling.

OR (3)

Explain briefly any three types of plans by stating an example for each.

25. Explain the following (4)

- (a) Functional foremanship (b) Differential piece wage system
(c) Unity of Direction (d) Centralisation and Decentralisation

26. Explain briefly the first four steps in the process of planning. (4)

27. "Sound financial planning is essential for the success of any business enterprise." Explain this statement by giving any four reasons.

28. Explain briefly any four rights of a consumer. (4)

29. Explain the following methods of training:

(a) Induction training

(b) Vestibule training

(c) Apprenticeship training

(d) Internship Training

OR

(4)

Explain the following external sources of recruitment

(a) Direct recruitment

(b) Placement agencies and Management consultants

(c) Employment exchange

(d) Labour contractors

30. "If we delegate the authority, we multiply it by two. If we decentralize it, we multiply it by many." In the light of this statement, explain any four points of importance of decentralisation.

OR

(4)

"Organising involves a series of steps in order to achieve the desired goals." Explain these steps.

31. "Coordination is not a separate function of management. It is the essence of management." Explain with the help of a suitable example. (6)

32. Explain the steps in the 'Trading Procedure' of Stock Exchange. (6)

33. "Determination of the price of a product is influenced by many factors." Explain any six factors that have an influence on price.

OR

(6)

What is meant by Marketing management? Explain the five types of Marketing management philosophies.

34. Explain briefly Maslow's Need Hierarchy theory. Also state its assumptions.

OR

(6)

Explain any three semantic barriers and any three personal barriers to communication.
