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HALF YEARLY EXAM

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HALF YEARLY EXAMINATION, 2019-20
SUBJECT – BUSINESS STUDIES
CLASS – 12

TIME : 3 hrs **MM : 80**

General Instructions:
All questions are compulsory

1. What is meant by 'efficiency' in management? 1
2. What is planning ? 1
3. What is organising ? 1
4. What is principal ?
5. What is business environment's most important factor ? 1
6. What is staffing ? 1
7. What is controlling ? 1
8. What is directing ? 1
9. Give one importance of promotion? 1
10. What is leadership ? 1
11. What is supervision ? 1
12. What is unity of command ? 1
13What is unity of direction? 1
14. How does management help in achieving personal objectives? State. 1
15. Define 'planning premises'. 1
16. Alliance Ltd. is engaged in manufacturing plastic buckets. The objective of the company is to manufacture 100 buckets a day. To achieve this, the efforts of all departments are co-ordinated and interlinked and authority-responsibility relationship is established among various job positions. There is clarity on who is to report to whom. Name the function of management discussed above. 1
17. What is meant by 'Business Environment' ? 1
18.. Explain, how management helps in the development of society. 1
19. Give the meaning of 'Objectives' as a type of plan. 1
20. 'Himalaya Ltd.', is, engaged in manufacturing of washing machines. The target of the organisation is to manufacture 500 washing machines a day. There is an occupational specialisation in the organisation which promotes efficiency of employees. There is no duplication of efforts in such type of organisation structure. Identify the type of organisation structure described above. 1
21. What is meant by 'functional structure' of an organisation? State its any two advantages. 3
22 What is meant by 'Formal Organisation' ? State its any two advantages. 3
23. 'A.S. Ltd.' is a large company engaged in assembly of air-conditioners. Recently the company had conducted the 'Time' and 'Motion' study and concluded that on an average a worker can assemble ten air-conditioners in a day. The target volume of the company in a day is assembling of 1,000 units of air-conditioners. The company is providing attractive allowances to reduce labour turnover and absenteeism. All the workers are happy. Even then the assembly of air-conditioners per day is 800 units only. To find out the reason the company compared actual performance of each worker and observed through C.C.T.V. that some of the workers were busy in gossiping. (a) Identify the function of management discussed above. (b) State those steps in the process of the function identified which are discussed in the above paragraph. 3

24. Neeraj, a sales representative of 'Omida Ltd.' has changed seven jobs in the last one year. He is a hard working person but is not able to finalise deals with the customers due to his inadequate

vocabulary and omission of needed words. Sometimes he uses wrong words because of which intended meaning is not conveyed. All this created a mis-understanding between him and his clients. (a) Identify the communication barrier discussed above. (b) State the category of this communication barrier. (c) Explain any other communication barrier of the same category. 3

25. What is meant by 'Management' ? State any three objectives of management. 4

26. Samir Gupta started a telecommunication company, 'Donira Ltd.' to manufacture economical mobile phones for the Indian rural market with 15 employees. The company did very well in its initial years. As the product was good and marketed well, the demand of its products went up. To increase production the company decided to recruit additional employees. Samir Gupta, who was earlier taking all decisions for the company had to selectively disperse the authority. He believed that subordinates are competent, capable and resourceful and can assume responsibility for effective implementation of their decisions. This paid off and the company was not only able to increase its production but also expanded its product range. 4
(a) Identify the concept used by Samir Gupta through which he was able to steer his company to greater heights. (b) Also explain any three points of importance of this concept.

27. The workers of 'Vyam Ltd.' are unable to work on new and hi-tech machines imported by the company to fulfill the increased demand. Therefore, the workers are seeking extra guidance from the supervisor. The supervisor is overburdened with the frequent calls of workers. Suggest how the supervisor, by increasing the skills and knowledge of workers, can make them handle their work independently? Also state any three benefits that the workers will derive by the decision of the 4 supervisor. 4

28. 'Aapka Vidyalaya' believes in holistic development of students and encourages team building through a mix of curricular, co-curricular and sports activities. On its founders day a stage performance had to be put up. A committee of ten prefects was constituted to plan different aspects of the function. They all decided to use recycled paper for decoration. There was a spirit of unity and harmony and all members supported each other. With mutual. trust and belongingness the programme was systematically planned and executed. Kartik, one of the prefects realised that unknowingly the group had applied one of the principles of management while planning and executing the programme. He was so inspired by the success of the function that he asked his father to apply the same principle in his business. His father replied that he was already using this principle.
(a) Identify the principle of management applied for the success of the programme. (b) State any two features of management highlighted in the above para. (c) Identify any two values which 'Aapka Vidyalaya' communicated to the society. 4

29. Beni, after completing her MBA, took up a job with a multinational company named 'Fortio'. The company was paying good salary and perks to its employees. The wages were within the paying capacity of the company that provided the employees a reasonable standard of living. The company also had a good work-culture and the behaviour of superiors was very good towards their subordinates. Beni was very happy in this organisation, but due to long working hours she did not have time to cook her meal. She had to depend upon outside food, which was deteriorating her health. She observed that this problem was faced by many of her colleagues, not only in her company but also in many other companies. This was because of increase in the number of working women and non-availability of hygienic home-cooked food. She identified this as a great opportunity and decided to give up her job to supply packaged home-cooked food to office goers at a reasonable price. At the end of the day she was also distributing the left-over food in the nearby night-shelters.
(a) State the dimension of business environment being discussed above. (b) State the principle of management being followed by 'Fortio'. (c) Identify any two values being communicated by the company to the society in the above case. 4

30. State any five features of 'Planning'. 5

31. Smita had been working as an assistant manager with 'Johnson Enterprises' for the last ten years. She was very popular amongst her colleagues because of her commitment and dedication

towards the work. When the manager senior to her retired, all her colleagues thought that now Smita would be promoted. But to everyone's surprise the vacant post was filled by an outsider, Mrs. Rita. Smita felt demoralised and her performance started declining. She would abstain herself often and could not meet her targets. Mrs. Rita was a good leader, who would not only instruct her subordinates but would also guide and inspire them. She noticed Smita's behaviour and felt that her performance could be improved. She started involving Smita in decision makingissues related to the organisation and made her a part of high level jointmanagement committee. Smita was now punctual in office and her performance started improving. 5

(i) Identify the function of management being performed by Rita. (ii) Name the element of the above function of management which helped Rita to improve Smita's behaviour. (iii) State any three features of the element identified in (ii) above.

32. With the help of a diagram explain 'Functional Foremanship' as a technique of scientific management. 6

33. Explain the following principles of management: 6

(a) Science, not rule-of-thumb. (b) Discipline.

34. Mohit Gupta is working with 'Yellow Security Services Ltd.' He is also recruiting security guards for the company. The company provide security services in Delhi and Noida at short notice to various companies. The guards are recruited on temporary basis. The guards provided by this company are known for their honesty and punctuality. Mohit Gupta is well known in his village for providing employment to unskilled people.

(a) Name the source of recruitment used by 'Yellow Security Services Ltd.' (b) State anyone disadvantage of this source of recruitment. (c) Identify the need of 'Security Guards' which is being fulfilled by the company as per Maslow's need hierarchy. (d) Identify any two values communicated to the society in the above stated case. 6

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