

Paru



**BOSCO PUBLIC SCHOOL**  
**MID TERM EXAMINATION (2025-2026)**  
**CLASS: XII**  
**SUBJECT: BUSINESS STUDIES**



M.MKS: 80

TIME: 3 Hrs.

**GENERAL INSTRUCTIONS: -**

- i. This question paper comprises 34 questions.
- ii. Answers to the questions carrying 3 marks may be answered in 50 to 75 words.
- iii. Answers to the questions carrying 4 marks may be answered in 150 words.
- iv. Answers to the questions carrying 6 marks may be answered in 200 words.
- v. Attempt all parts of the questions together.

1. 'It is the process of designing and maintaining an environment in which individuals, working together in groups, efficiently accomplish selected aims.' Identify the process.

- a) Management                      b) Organising                      c) Staffing                      d) Directing                      (1)

2. Which of the following features of 'Management as an Art' highlights that managers apply their knowledge of principles in their own way to deal with a given situation?

- a) Ethical code of conduct                      b) Existence of theoretical knowledge  
c) Personalised application                      d) Universal Validity                      (1)

3. **Statement I:** Workload analysis would enable an assessment of the number and types of human resources available for the performance of various jobs.

**Statement II:** Workforce analysis would reveal the number and types of human resources necessary for the performance of various jobs.

In the light of the given statements, choose the correct alternative from the following.

- a) Both the Statements are true.                      b) Both the Statements are false.  
c) Statement I is true, but Statement II is false.                      d) Statement II is true, but Statement I is false.                      (1)

4. 'Many reputed business organisations keep a database of unsolicited applicants in their offices and can be screened to fill the vacancies as they arise.' Identify the external source of recruitment discussed.

- a) Casual callers                      b) Recommendations of employees  
c) Direct recruitment                      d) Labour contractors                      (1)

5. Which of the following statements does not highlight the importance of Business Environment?

- a) Business Environment helps the firm to identify threats and early warning signals.  
b) Business Environment enables the firm to identify opportunities and getting the first mover advantage.  
c) The success of a business enterprise is influenced only by its internal environment.  
d) A business enterprise depends on the business environment as a source of inputs or resources and an outlet for outputs.

6. Akshara runs a business in the name of 'AK Solutions' in a well reputed area of her city where people provide spaces to students as library, as study centres and as training and event centres to businesses. Akshara provides only conference halls to big and small enterprises for their meetings and events. Suddenly, in July 2024, floods affected some libraries and study centres in her neighbouring area. The exams were fast approaching and students were facing a lot of problems as these study centres and libraries had to be closed. Taking advantage of this opportunity and to help the students, 'AK Solutions' adapted itself to the needs of the environment. They decided to convert some of their conference halls into libraries and study centres. They also decided to provide food and other facilities required by the students at subsidized rates. This initiative increased their business manifold and earned them significant goodwill. Identify feature of management highlighted.

16. Match the

- a) Management is a continuous process
- c) Management is a dynamic function

- b) Management is an intangible force
- d) Management is a group activity

7. A leading newspaper company decided to increase its market share by 10%. After developing the planning premises, the company identified the following alternative courses of action to be adopted:

- i) To have ecofriendly newspapers
- ii) To introduce specific sections for children
- iii) To have columns for increasing general awareness for competitive exams
- iv) To have international news on a daily basis

After identifying the above alternatives, a board meeting was called.

Select from the following, the next step in the planning process which is to be taken in the board meeting.

- a) Follow up action
  - b) Implementing the plan
  - c) Evaluating alternatives courses
  - d) Selecting an alternative
- (1)

8. Menon, a worker in 'Superior Toys Company' was given a task by his superior to produce 100 toys in a week. Menon delegated this task to his subordinates, Rohan and Farhan. Farhan met with an accident and was hospitalised. Rohan could not complete this task even after working more hours than allotted. Who is answerable to Menon's superior for this task?

- a) Menon, Rohan & Farhan
  - b) Menon
  - c) Both Menon & Rohan
  - d) Both Rohan & Farhan
- (1)

9. TA Ltd. rejected the applications of twelve candidates based on the information supplied by them in their application forms. These candidates did not have the required five years of experience and the Masters in Business Administration (MBA) degree in Finance, both of which were pre requisites for the post of Finance Manager. From the following, identify the step of 'Selection Process' discussed in the above case.

- a) Preliminary Screening
  - b) Selection Test
  - c) Employment Interview
  - d) Selection Decision
- (1)

10. Dhruv Ltd. is in need of two drivers on regular basis to transport the goods to different states. To fill the post of drivers, the company decides to put the information on the Notice Board, placed near the main gate of the company, asking interested persons to meet the manager on a particular date and time. From the following, identify the source of recruitment used by 'Dhruv Ltd.' for filling the post of drivers.

- a) Campus Recruitment
  - b) Casual Callers
  - c) Direct Recruitment
  - d) Advertisement
- (1)

11. 'The task of management is to make people work towards achieving the organisational goals, by making their strengths effective and their weaknesses irrelevant.' Identify the dimension of management discussed.

- a) Management of work
  - b) Management of people
  - c) Management of operations
  - d) Both a) and c)
- (1)

12. 'Business Environment includes both specific and general forces.' Which of the following forces is not included in specific forces?

- a) Legal conditions
  - b) Investors
  - c) Competitors
  - d) Suppliers
- (1)

13. 'Monitoring plans is important to ensure that objectives are achieved' is one of the steps in the process of planning. Identify the step from the following.

- a) Setting objectives
  - b) Developing premises
  - c) Implementing the plan
  - d) Follow-up action
- (1)

14. Ms. Radha, a sales manager of 'Star Bulb Ltd.' has to negotiate a deal with a buyer. She finds that if she can offer credit period of 50 days she is likely to clinch the deal which is supposed to fetch the company net margin of ₹50 crores. Now the company gives power to her to offer a credit period of 30 days. Which principle of management is violated here?

- a) Discipline
  - b) Authority & Responsibility
  - c) Unity of Command
  - d) Unity of Direction
- (1)

15. Name the concept that refers to the number of subordinates a superior can effectively manage.

- a) Organisation structure
  - b) Span of Management
  - c) Delegation
  - d) Decentralisation
- (1)

16. Match the type of plan given in Column I with its meaning given in Column II.

Column I	Column II
A. Policy	i. A comprehensive plan for accomplishing an organization's objectives.
B. Procedure	ii. A detailed statement about a project which outlines the objectives, policies, procedures, rules, tasks, human and physical resources required and the budget to implement any course of action.
C. Programme	iii. A general statement that guides thinking or channelises energies towards a particular direction.
D. Strategy	iv. Routine steps on how to carry out activities.

- a) A.iv., B.ii., C.i, D.iii      b) A.ii., B.iv., C.iii, D.i      c) A.iii., B.iv., C.ii, D.i      d) A.i., B.iv., C.ii, D.iii (1)

17. Given below are two statements, Assertion (A) and Reason (R):

**Assertion (A):** The concept of product relates to not only the physical product but also the benefits offered by it from customer's point of view.

**Reason (R):** The concept of product does not include the extended product by way of after sale services, availability of spare parts, handling complaints etc.

Which one of the following is correct?

- a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).  
 b) Both Assertion (A) and Reason (R) are true but Reason (R) is not the correct explanation of Assertion (A).  
 c) Assertion (A) is True but Reason (R) is False.  
 d) Assertion (A) is False but Reason (R) is True. (1)

18. Ankit Industrial Enterprises Ltd. is manufacturing motorcycles as well as cars and has two separate divisions for both of them. Each division has its own incharge, plans and execution resources. Identify the principle of management followed here.

- a) Subordination of individual interest to general interest      b) Unity of Direction  
 c) Remuneration of employees      d) Order (1)

19. Identify the function of labelling from the image given below.



- a) Describes the product and specifies its contents      b) Providing information required by law  
 c) Help in promotion of products      d) None of the above (1)

20. 'Roma Ltd.' identified the needs of the customers for the successful marketing of their products. This was important for making an analysis of the available opportunities, threats, weaknesses and strengths of the organisation and help in deciding what opportunities can best be pursued by it. By doing so, which of the following functions of marketing is being performed by 'Roma Ltd.'?

- a) Standardisation and grading      b) Product designing and development  
 c) Gathering and analysing market information      d) Marketing planning (1)

21. Nisha had given some old dresses of her own to her house-helper Beenu. After a few days, Nisha was happily surprised when she saw Beenu wearing one of the dresses beautifully refurbished. On enquiry, Beenu told Nisha that this was done by her daughter who had just completed her Class 12<sup>th</sup> studies. Beenu also told Nisha that she was a little concerned as her daughter did not want to study further. Nisha was very much impressed by the creativity of

Beenu's daughter, so she decided to setup a small business for her. Nisha bought 15 sewing machines and appointed 15 girls to refurbish the old dresses. Nisha also arranged old dresses from various sources and employed a person who will sell these dresses at a very low cost for the ones who could not purchase new dresses due to their low income. Nisha divided the girls in three equal groups, each having five sewing machines. Each group was given a target of refurbishing 150 old dresses in a fortnight with a cost of ₹30 per dress. After a fortnight, Nisha who was supervising this business with Beenu was informed that Group I was able to meet the target by refurbishing 150 old dresses at a cost of ₹30 per dress. Group II was able to refurbish 150 old dresses at a cost of ₹35 per dress, whereas Group III could refurbish only 140 old dresses but at a cost of ₹27 per dress.

- i) Identify the concepts of management discussed above for each of the three groups giving reason in support of your answer.
- ii) Define the concepts identified in i) above and state which one is important for the management and why. (3)

22. 'Rats & Fleas' is a pesticide producing company. The company identifies the various types of activities to be done. For this it divides the work into various departments. The company then gets involved in its business with a lot of zeal. After one year of successful run the company decides to transfer the decision making authority to the lower most level of the employees. For this a major policy decision is taken.

- i) Identify the function of management highlighted above. *organising*
- ii) State the next two steps of this function after the company divides the work into various departments. (3)

23. Explain the following features of business environment.

- i) Relativity
- ii) Inter-relatedness

OR

Explain the features of demonetization.

(3)

24. Explain any 3 advantages of type of organisation which is designed by the management to accomplish a particular task.

OR

Explain any 3 features of type of organisation that refers to the network of social relationships among employees. (3)

25. Sukumar is an energetic middle level manager. He tries to make best plans. For this he involves foresight and intelligent imagination. Within three years many of his projects have been very successful. His high success rate is due to his good plans. He always makes alternative plans and selects the best out of them after considering relevant aspects. However, he knows it is not necessary that all his plans will be successful. He knows that sometimes his concern for making very good plans eats a lot of time and energy. His friend Jyoti suggests him to take suggestions from others when he makes his plans and also consider plans made by others. Even after so much painstaking Sukumar knows that his plans can yet fail in the uncertain business environment. He has recently decided to plan carefully in future.

- i) Which features of Planning have been highlighted in the above case? Explain. (4)
- ii) Which limitations of Planning have been highlighted in the above case? Explain. (4)

26. Explain any 4 functions performed by Amay who is working as the Finance Manager in Wellness Ltd.

OR

Define coordination. Explain the importance of coordination.

(4)

27. Differentiate between Production concept and Marketing Concept on the following bases:

- i) Starting Point
- ii) Main focus
- iii) Means
- iv) Ends

(4)

28. Explain the following principles of 'Scientific Management'.

- i) Science not rule of thumb
- ii) Development of each and every person to his/her greatest efficiency and prosperity

OR

Explain the following principles of 'General Management'.

ii) Centralisation and Decentralisation

(4)

i) Division of work

29. Prachi is working as an academic counsellor for specially abled students at one of the top schools to provide special support and guidance to these students. She clearly states in advance the methods of teaching and tackling the students. She ensures that the goals are clearly stated for each and every teacher so that they act as a guide for deciding what action should be taken and in which direction. Her well laid plans will serve as a basis for coordinating the activities and efforts of teachers teaching different subjects to these students. It helps the teachers in bringing clarity of thought and action to their work. Identify and explain the two points of importance of 'Planning' function of management highlighted in the above para. (4)

30. 'Amarya Dairy Products' is a fantastic brand offering great quality dairy products. It is not only famous for the quality of its products, but also for retaining its employees in the organisation till their retirement. It believes in growth of its employees by providing them learning opportunities from time to time. For this the company divided the employees in two groups, Group I and Group II. Group I having employees experience of more than 10 years and Group II have employees who had joined the organisation just one year before. The learning opportunities provided by the company to Group II employees would help them in increasing their skills, attitudes and abilities to perform specific jobs, whereas the learning opportunities provided to Group I employees would help them to grow in all respects.

i) Identify the two concepts of staffing function of management discussed above.

ii) Differentiate between them on any three bases. (4)

31. Explain any six factors affecting price of the product.

OR

Explain the components of physical distribution. (6)

32. State the features of Principles of Management.

OR

Explain the importance of Principles of Management. (6)

33. Identify and explain the dimension of business environment in each of the following situations:

i) 'Alexa pay my electricity bill' is the latest feature of Alexa App which enables Amazon customers to pay their utility bills with 'Amazon Pay' just by speaking to Alexa.

ii) Monika is working in a multi-national company. As an impact of work from home regime, she is now in a better position to inculcate moral values and healthy food habits in her children.

iii) Atisha purchased a home and for this she took a loan from the bank. Monthly instalment on her loan increased as the banks increased the interest rate on loans.

iv) 'Mother's milk is best for babies' is printed on the pack of 'First Bite' baby milk powder, produced by 'MQP Baby Food Ltd'. By doing this, the company is not only protecting the consumers' interests, but also necessarily informing its potential buyers about the importance of mother's milk. (6)

34. 'ABC Ltd.', a large multinational company had approximately 1000 employees in each of its departments. The company had five departments. In this organisation, leave applications of the employees had to be approved by the departmental heads. This approval is delayed due to large number of leave applications in each department. This led to a lot of dissatisfaction amongst the employees. To resolve this problem, the Chief Executive Officer of the organisation called a meeting of all departmental heads. It was decided to assign the approval of leave applications up to 10 days to the managers at all levels. Since the decision making authority was shared with lower levels and placed nearest to the point of action, they could approve or deny leave applications without requiring higher level approval. After the policy change, employees at all levels noticed an improvement in the sanctioning of leave applications.

i) Identify the concept of management which led to an improvement in the speed and flexibility of leave approval. (6)

ii) State five of its importance.