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HALF YEARLY EXAMINATION-2025-26

CLASS-XII

SUBJECT-BUSINESS STUDIES

M.Marks : 80

Time : 3 Hours

General Instructions:

1. This question paper contains 34 questions.
2. Marks are indicated against each question.
3. Answers should be brief and to the point.
4. Q. NO. 1-20 are of 1 mark each
5. Answers to the questions carrying 3 marks may be from 50 to 75 words.
6. Answers to the questions carrying 4 marks may be about 150 words.
7. Answers to the questions carrying 6 marks may be about 200 words.
8. Attempt all parts of the questions together.

1. **Assertion (A):** Management is an exact science. (1)

Reason (R): It is based on human behaviour. It is neither precise nor as comprehensive as the pure science like physics or chemistry.

Alternatives:

- (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.

2. Suzy Enterprises Limited is planning to increase its sales by 25% in the next year. Identify the feature of management being highlighted in the given statement. (1)

- (a) Management is all pervasive
 - (b) Management is a goal oriented process
 - (c) Management is a continuous process
 - (d) All of the above
3. Which principle of general management advocates that, "Employee turnover should be minimised to maintain organisational efficiency.?" (1)
- (a) Stability of personnel
 - (b) Remuneration of employees
 - (c) Equity
 - (d) Esprit De Corps
4. Planning results in decreasing (1)
- (a) Coordination
 - (b) Proper use of resource
 - (c) Future uncertainties
 - (d) Control
5. In order to successfully realize the objectives of an organisation, first of all it is ensured which activities will have to be performed. In the list of activities, all the activities, both big and small, are included. But it is not possible to set up separate departments for all the activities. Some similar activities are put together in the same department. In this way some necessary departments are set up. The reason for doing so is to exercise control over unnecessary administrative expenses. Identify the concept of management under which similar activities are put together and departments are set up. (1)
- (a) Departmentalisation
 - (b) Delegation
 - (c) Decentralisation
 - (d) Centralisation
6. Identify the feature of Coordination illustrated in the picture. (1)



- (a) Pervasive function
- (b) Deliberate function
- (c) Continuous process
- (d) Integrates group efforts

7. Identify the correct sequence of steps to be followed in an organising process. (1)
- (a) Departmentalisation, Establishing reporting relationships, Assignment of duties, Identification and division of work.
 - (b) Identification and division of work, Departmentalisation, Assignment of duties, establishing reporting relationships
 - (c) Identification and division of work, Assignment of duties, Departmentalisation, Establishing reporting relationships
 - (d) Identification and division of work, establishing reporting relationships, Departmentalisation, Assignment of duties
8. All other managerial functions are performed within the framework of the plans drawn. Identify the related feature of planning. (1)
- (a) Planning focuses on achieving objectives.
 - (b) Planning is pervasive.
 - (c) Planning is futuristic.
 - (d) Planning is primary function of management.
9. The principles of management are intended to be applied to all types and sizes of organisations. This statement reflects that the principles of management are (1)
- (A) General guidelines
 - (B) Flexible
 - (C) Universally applicable
 - (D) Mainly behavioural
10. Read the following statements: Assertion (A) and Reason (R). (1)
- Choose the correct alternative from those given below:
- (A): The Supervisory Level performs the activities according to the plans of Top and Middle level management.
- (R): The Supervisory Level motivates the employees and boosts their morale.
- (a) Both (A) and (R) are true and (R) is the correct explanation of (A)
 - (b) Both (A) and (R) are true but (R) is not the correct explanation of (A)
 - (c) (A) is true but (R) is false
 - (d) (A) is false but (R) is true

11. Which step of the Organising Process involves stating the job description, a document that clearly defines the contents and responsibilities related to a job? (1)
- (a) Departmentalization
 - (b) Assignment of duties
 - (c) Establishing reporting relationships
 - (d) Identification and division of work
12. Give below are two statements marked as Assertion (A) and Reason (R). Read the statements and choose the correct option. (1)
- A: Planning and controlling are interdependent and interlinked.
R: Planning provides the goals and objectives that the controlling function uses to measure performance.
- (a) Both A and R are true, but R is not the correct explanation of A.
 - (b) Both A and R are true, and R is the correct explanation of A.
 - (c) A is true, but R is false.
 - (d) A is false, but R is true.
13. Accountability is derived from _____ . (1)
- (a) Authority
 - (b) Formal position
 - (c) Responsibility
 - (d) All of the above
14. The Government has been doubling down on its efforts to switch to 100% electric vehicles by 2030. Many companies such as Tata Motors, Kinetic Motors, Maruti Suzuki, and Hyundai Motors are all readying their EV models for a 2020 launch in order to support the plan. Identify the type of plan being described in the above lines. (1)
- (a) Method
 - (b) Strategy
 - (c) Programme
 - (d) Objective
15. What is the significance of delegation in the scenario where Sara, as a superior, entrusts her authority to Tiara, her subordinate, to enable her learning, skill development, and better chances of promotion? (1)

- (a) facilitation of growth (b) employees' development
(c) Motivation of employees (d) All of the above
16. Suhani a home science graduate from a reputed college has recently done a cookery course. She wished to start her own venture with a goal to provide 'health food' at reasonable price. She discussed her idea with her teacher (mentor) who encouraged her. After analyzing various options for starting her business venture, they shortlisted the option to sell readymade and 'ready to make' vegetable shakes and sattu milk shakes. Then they both weighed the pros and cons of both the shortlisted options. Name the function of management being discussed above. (1)
- (a) Planning (b) Organizing
(c) Directing (d) Controlling
17. Which of the following is not a demerit of functional structure? (1)
- (a) It places more emphasis on the objectives pursued by a functional head than on overall enterprise objectives
(b) It may lead to a conflict of interests among departments due to varied interests
(c) It leads to occupational specialisation
(d) It may lead to difficulty in coordination among functionally differentiated departments
18. Manager of ABC Ltd. does not allocate work as per the capability of workers. Which principle is violated by them. (1)
- (a) Principle of equity (b) Principle of discipline
(c) Principle of order (d) Principle of Division of work
19. Identify the style of leadership in which the superior uses force within the groups in order to establish control. (1)
- (a) Autocratic leadership (b) Democratic leadership
(c) Laissez-faire leadership (d) Authoritarian leadership

20. On 8th November 2016, with the announcement from the Government of India, all the Rs 500 and Rs 1,000 banknotes of the Mahatma Gandhi series have ceased to be legal tender. The government also announced the issuance of new Rs 500 and Rs 2,000 banknotes in exchange for the demonetised banknotes. Identify the concept being described in the above lines. (1)
- (a) Globalisation
(b) Liberalisation
(c) Demonetisation
(d) Privatisation
21. Mr. Murthy is the Human Resource Manager of Jai Hind Hospital in Vellore. He has to appoint nurses for the hospital. Since patients in the hospital are of different types, he wants to find out the candidates' knowledge as well as maturity and emotions in dealing with the patients. He also wants to know about the candidates' ability to make decisions. Explain three types of tests that Mr. Murthy can use to meet his requirements. (3)
22. Saurabh is working in an MNC. He has created an atmosphere of proper controlling in his department. In order to do so he keeps himself aware about any dishonest behaviour and takes a stern action immediately. Recently he has installed CCTV cameras to keep vigil on the employees. (3)
1. In the above case which importance of controlling has been implemented by Saurabh?
 2. Explain two more points of importance of controlling other than the above highlighted

OR

How can a regional manager of a retail chain enhance operational efficiency and maximise profits by analysing deviations in sales performance among different stores? Some outlets consistently exceed sales targets, while others struggle to meet their goals. To address these disparities, the regional manager aims to implement two management techniques for analysing deviations. Explore these two techniques in detail.

23. Examine the multifaceted advantages of external recruitment in the context of an organisation's workforce. Elaborate on how this recruitment strategy contributes to elevating overall performance and competitiveness. (3)

24. Ramesh who has recently received award of the most talented manager is highly qualified. He has helped the starting of various halted projects by guiding his subordinates and removing their doubts through proper directing. This has helped the workers achieve their targets on time. He knows that every member of the team is important for the completion of a project. So he guides his team in such a manner that every single effort of every single employee matters and is directed towards the achievement of objectives. There is a lighter side to his personality also. He is very jovial. He cares about his team. This has helped him bring cooperation and commitment among his team members thus bringing a unique balance between activities and the group. However this has not prevented him from having a keen vision of a leader. Whenever the subordinates resist any change he tries to bring their cooperation by proper explanations and consistent efforts. The top level management also sees a big role for him in the future.

Identify the importance of directing highlighted in the above case. (3)

25. In a leading manufacturing company there was a meeting regarding the importance of a function of management which was very much required in meeting the growing needs of good employees and solving complicated issues related with human behaviour at the workplace. They also discussed about the most important resource of an organisation.

Which function of management is indicated here in the above case? Give three advantage of this function. (4)

26. Mr. Ajay after completing MBA from USA comes to India to start a new business under the banner Ecom Creations Ltd. He launches a new product in e-learning for Senior Secondary School students in Commerce stream, which already has an established market in UK and USA but not in India. His business starts flourishing in India. Now more Indian companies entered into the market with other subjects also.

Identify and quote the lines from above para which highlight the significance of understanding business environment. (4)

27.

Brightest Papers' is a leading paper manufacturing company. The enthusiasm level of employees in this organisation is very high. The management has applied a process of directing where the financial and non-financial needs of the employees are identified and are satisfied accordingly. The result has been amazing for the organisation. The output levels of the employees have touched a new high. Recently an award was also given to the HR department of the organisation for doing its job in the best manner in the industry. Two years back when the organisation had not applied this process the employees were leaving the organisation and were not loyal but now the situation has changed and there has been increase in the number of applicants for various jobs in the company. The organisation believes that its best resource is the human. The idea is to maximize the output of the human resources. There are many steps taken to increase the input of the employees and for this the work environment is made interesting in order to increase their regularity which has obviously increased the labour input during the recent years. The company is now among the most inspiring organisations in the industry.

1. Which element of directing has been applied by the management?
2. Explain any three non-financial incentives Company may use to increase input of employees? (4)

OR

The manager of a team in a fast-paced IT company, notices a decline in employee motivation and productivity. Outline how he can use Maslow's theory to identify and address the various needs of his employees.

28. Explain any four advantages of training of employees. (4)
29. Analyse the following scenarios and identify the specific barriers to effective communication in each case:

Scenario 1: During a team meeting, two team members from different status have different interpretations of a project's deadline. As a result, they end up working on different timelines, causing confusion and delays.

Scenario 2: In an email exchange between team members, one team member uses technical jargon and industry-specific terms that others may not fully

understand. As a result, some team members misinterpret the message, leading to misunderstandings and misaligned tasks.

Scenario 3: A team member consistently interrupts others during team discussions, not allowing them to express their ideas fully. This behavior leads to frustration among team members and limits open and constructive communication.

Scenario 4: During a virtual team meeting, poor internet connectivity causes frequent disruptions and audio glitches. As a result, some team members miss or retain crucial information, and the overall meeting efficiency is reduced. (4)

~~30~~ Lalit has joined a manufacturing firm as a worker. He has recently started working on the shop floor. The management is quite liberal and has allowed the workers to form a hockey club. The workers assemble and play hockey in the evening after the completion of their work. However the management is a little worried about the outcomes. The management is trying to change the schedule of the workers but they are unsure about the reaction of the workers. Though majority of the workers are sincere, like Lalit, yet the management is concerned about their companions in the hockey club.

Which type of organisation is the hockey club? Explain three advantages which you can predict from the above case? (4)

~~31~~ A company has been registered under the Companies Act with an authorized share capital of Rs. 20,000 crores. (Its registered office is situated in Delhi and manufacturing unit in a backward district of Rajasthan. Its marketing department is situated in Bhopal.) (The company is manufacturing Fast Moving Consumer Goods (FMCG),

1. Suggest with the help of a diagram a suitable organisation structure for the company.
2. State any three advantages of this organisation structure. (6)

~~32~~ Explain following Concepts by F.W.Taylor: (6)

- (a) Differential Piece Wage Rate System
- (b) Harmony not Discord
- (c) Functional Foremanship

3. A project manager working on a high-profile construction project which involves constructing a state-of-the-art sports stadium with multiple facilities. As he starts the planning phase, he realises that there are several potential limitations associated with planning. Identify six limitations commonly associated with the planning phase.

OR

The CEO of a fast-growing tech company has asked the head of operations to lead a workshop for department heads on effective planning. The workshop will cover different types of plans, including strategies, policies, programme, objectives, rules and procedures. The goal is to enhance their understanding of these planning components and how they contribute to the company's success. Write six points of advantages to include in this workshop. (6)

4. Radio XYZ is a company which has improved its functioning by proper management. The company has been good in fixing and completing targets. The main reason for its success has been the involvement of all of the employees. The company tries to keep its targets in front of the employees so that each one of them can contribute to the completion of goals. Though their activities may be different yet they contribute to the common targets or goals of the organisation. The company has won the prize for the best organisational climate. This has been possible due to the impact of great managerial discipline which might not be visible to an outsider in the first look but he realises it when he stays in the organisation. Gradually the organisation has developed itself into a very successful company. It has produced different types of radios according to the needs of the customers. During last decade it has adapted to the requirements of the market and produced different type of radios suiting the needs of the customers. The management of three components is always significant to the company—employees, process and amount of work to be done. Controlling these three areas is always a top priority to the company. Recently a meeting was held which laid stress on the need of taking good management to all levels and departments of the organisation. *Ben-dino*

In the above case find all the characteristics of management and highlight the lines which help you identify them. (6)

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