



Delhi Public School, Howrah

PERIODIC TEST I - (2024-2025)

Class-XII

Care must be taken not to write anything on the question paper. All the questions must be attempted in the correct sequence.

SUBJECT: BUSINESS STUDIES (CODE-054)

Time Allowed - 3 Hours


Maximum Marks - 80

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. 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.	Management translates the works to be carried out in terms of goals to be achieved and assigns the means to achieve it. This statement relates to – (a) Management of work (b) Management of people (c) Management of operations (d) Management by exception	1
2.	According to the principle of general management, “an organisation should safeguard against abuse of managerial power, but at the same time a manager should have the necessary authority to carry out his responsibility.” Name the principle of management being described in the given statement. (a) Discipline (b) Authority and responsibility (c) Unity of command (d) Unity of direction	1
3.	Narasinga Limited is a company dealing in metal products. The work is mainly divided into functions including production, purchase, marketing, accounts and personnel. Identify the type of organisational structure followed by the organisation. (a) Functional structure (b) Relational structure (c) Divisional structure (d) None of the above	1
4.	Statement I: Management is called an inexact science. Statement II: Management deals with complex human behaviour, which cannot be determined with accuracy. Choose the correct option from the options given below: (a) Statement I is true and II is false. (b) Statement II is true and I is false. (c) Both the statements are true. (d) Both the statements are false.	1
5.	Suvam Enterprises adopts different ways to provide training to employees, like Job Rotation, Coaching, Vestibule Training, Conference, Lecture Method, and Role Playing. Identify the type of plan being described in the above lines. (a) Method	1

	(b) Strategy (c) Programme (d) Procedure																			
6.	Safari Private Limited is planning to increase its sales by 30% in the next quarter. Identify the feature of management being highlighted in the given statement. (a) Management is all pervasive (b) Management is a goal-oriented process (c) Management is a continuous process (d) Management is a dynamic process	1																		
7.	According to Taylor, "each specialist is to be assigned work according to his/her qualities, the employees who possess technical mastery should be involved in planning work whereas those with energy and good health may be assigned execution work." Name the related principle of scientific management. (a) Functional foremanship (b) Science, not rule of thumb (c) Development of each and every person to his or her greatest efficiency and prosperity (d) Standardisation and simplification of work	1																		
8.	Choose one of the correct alternatives given below. Assertion (A): Planning is associated with alternative choices. Reason (R): Planning involves selecting the best alternative out of various available options. 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 and 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																		
9.	Match the columns and choose the correct option. <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">COLUMN I</th> <th></th> <th style="text-align: center;">COLUMN II</th> </tr> </thead> <tbody> <tr> <td>A. Effectiveness</td> <td style="text-align: center;">(i)</td> <td>Doing task at minimum cost</td> </tr> <tr> <td>B. Top Level Management</td> <td style="text-align: center;">(ii)</td> <td>Integrates employee efforts</td> </tr> <tr> <td>C. Co-ordination</td> <td style="text-align: center;">(iii)</td> <td>Achieving goals on time</td> </tr> <tr> <td>D. Middle Level Management</td> <td style="text-align: center;">(iv)</td> <td>Consists of division or departmental heads</td> </tr> <tr> <td>E. Efficiency</td> <td style="text-align: center;">(v)</td> <td>Analyses business environment</td> </tr> </tbody> </table> (a) A (i), B (ii), C (iii), D (iv), E (v) (b) A (i), B (v), C (ii), D (iv), E (iii) (c) A (iii), B (v), C (ii), D (iv), E (i) (d) A (v), B (iv), C (iii), D (ii), E (i)	COLUMN I		COLUMN II	A. Effectiveness	(i)	Doing task at minimum cost	B. Top Level Management	(ii)	Integrates employee efforts	C. Co-ordination	(iii)	Achieving goals on time	D. Middle Level Management	(iv)	Consists of division or departmental heads	E. Efficiency	(v)	Analyses business environment	1
COLUMN I		COLUMN II																		
A. Effectiveness	(i)	Doing task at minimum cost																		
B. Top Level Management	(ii)	Integrates employee efforts																		
C. Co-ordination	(iii)	Achieving goals on time																		
D. Middle Level Management	(iv)	Consists of division or departmental heads																		
E. Efficiency	(v)	Analyses business environment																		
10.	Keeping in view the changes in the consumer demands and preferences 'Taste The Best Bakery' has reduced the sugar and fat content in its products. This approach of business shows that management is (a) An intangible force (b) A group activity (c) A dynamic function (d) A multidimensional activity	1																		
11.	Packaging is said to have the unique capacity to make products stand out in a crowded marketplace. Therefore, the convenience of the consumer is at the top of the mind of the marketers as they are focussing on developing packaging that's easier to open, to protect against breakage, maintain freshness during delivery and keep a consistent look and feel across multiple channels. Identify the type of plan being described in the above lines. (a) Programme (b) Method (c) Strategy (d) Rule	1																		

12.	 <p>The picture shows the mandatory information on label of Baby food. Which dimension of business environment is depicted here?</p> <p>(a) Legal environment (b) Social environment (c) Economic environment (d) Technological environment</p>	1
13.	<p>Identify the correct sequence of steps to be followed in an organising process.</p> <p>i) Departmentalisation ii) Identification and division of work iii) Assignment of duties iv) Establishing reporting relationships</p> <p>(a) ii); iv); iii); i) (b) ii); i); iii); iv) (c) i); ii);iii); iv) (d) ii); iii); iv); i)</p>	1
14.	<p>The main task of this level of management is to determine the overall organisational objectives and strategies for their realisation.</p> <p>(a) Operational management (b) Middle level management (c) First line managers (d) Top level management</p>	1
15.	<p>Statement-I: Decision-making is very slow in a centralised organisation. Statement-II: In a centralised organisation, every decision is taken by top management and information has to pass through many levels. Choose the correct option from the options given below:</p> <p>(a) Statement I is true and II is false. (b) Statement II is true and I is false. (c) Both the statements are true. (d) Both the statements are false.</p>	1
16.	<p>As the span of management increases in an organisation, the number of levels of management in the organisation _____.</p> <p>(a) Increases (b) Decreases (c) Remains unaffected (d) None of the above</p>	1
17.	<p>Since a greater number of people have become more beauty and health conscious, our economy has witnessed an unprecedented surge in the number of health and beauty spas and wellness clinics. Which of the following is a related feature of business environment being described in the above lines?</p>	1

	(a) Totality of external forces (b) Dynamic nature (c) Interrelatedness (d) Relativity	
18.	Choose one of the correct alternatives given below based on the given Assertion (A) and Reason(R). Assertion (A): According to Taylor, there should be cooperation between management and workers instead of individualism. Reason (R): According to principle of Harmony, Not Discord, there should be proper understanding between management and workers and they should work together for organisational goals. 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 and 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
19.	Digi Locker is the country's first secured cloud-based platform for the storage, issuance and verification of documents with the Driving Licence & Vehicle Registration System of the Road Transport Ministry. The integration of a government department with Digi Locker since its launch, is one of the biggest of its kind. It will spare people the trouble of carrying licences & vehicle papers, which can be accessed on phones using the Digi Locker app. Identify the related dimension of business environment. (a) Economic dimension (b) Technological dimension (c) Social dimension (d) Political dimension	1
20.	A business has to offer wider choice in purchasing enhanced quality of goods and services in order to maintain an edge over its competitors. The implementation of the new economic policy with liberalisation, privatisation and globalisation has posed various challenges for the corporate sector. One of the important challenges is explained in the above lines. Identify it. (a) Increasing competition (b) More demanding customers (c) Necessity for change (d) Market orientation	1
21.	Darshit works as a salesman in a company selling pet accessories and food. He has been given a target of selling 1200 units of the food packets in a month by offering a maximum of 10% discount to his customers. In order to meet his monthly sales target, on the last two days of the month, he offers 15% discount to his customers. Is Darshit effective in his work? Explain by giving a suitable reason in support of your answer. Also, explain the meaning of the term 'efficiency' in this sense.	3
22.	Do you agree with the statement that "environment offers opportunities as well as threats"? Discuss. OR How would you argue that the success of a business enterprise is significantly influenced by its environment?	3
23.	Abhi started the business of manufacturing bed sheets and curtains. Although, he is good in planning but performance of his business is always below average and not does well. He analysed his problem and noticed some facts about his business. Once the plan is made, manager follow them blindly. Employees are only carrying out the orders and not showing an initiative. Sanjay, his manager, has a tendency to rely on previously tried and tested successful plans. Identify the limitations of planning which are referred here by quoting the lines from the given paragraph.	3
24.	Taylor's techniques of Management are universally applicable. Do you agree? Give any four reasons in support of your answer. OR Briefly discuss importance of principles of management.	3
25.	'Coordination is a systematic and orderly arrangement of individual and group efforts.' In the light of this statement, state features of coordination.	4

	OR	
	In the absence of management, productive resources will remain resources. Do you agree? Give reasons in support of your answer.	
26.	Distinguish between 'delegation' and 'decentralisation' on the basis of the following points. (A) Purpose (B) Scope (C) State (D) Nature OR "It helps a manager to extend his area of operations as without it, his activities would be restricted too much what he himself can do." Identify the activity referred to in the above statement and state its elements.	4
27.	"Uttaranchal Fair deal Limited" is a famous services providing company. Mr. Chandan Pushkar is its Managing director. He continuously motivates his Research and Development Department that new and latest methods of doing work be explored. Provision has also been made to give reward to these employees who will participate a particular exploration. He also believes that two groups working on managerial and non-managerial posts are similar to two wheels of an organisational vehicle. If this vehicle is to be driven in right way, then both the wheels should be properly aligned. Mr. Pushkar is a successful leader. Among his employees, he has instilled the feeling that no decision will be taken without consulting the subordinates. Paying attention to training is the secret of the company. Identify, by quoting lines, four principles of scientific management as mentioned in the above paragraph.	4
28.	Identify the following into formal and informal organisation: (A) Mountain Cold Storage has a well-defined structure of authority relationships. This structure is created after a lot of planning by the top-level management. (B) Tanuj Drinks is an organisation which helps quench the thirst of people sitting on road side and parks on Sundays. This organisation has originated from Mountain Cold Storage spontaneously. (C) An organisation holds its meeting according to the mood of the members. It has no set pattern of behaviour. (D) An organisation which is run in Central Delhi is known for its rigid nature. (E) Cricket Club is an organisation in which the authority of the members, constituting it, is because of their positions in the management. (F) Translife is an organisation in which only the managers are the leaders.	4
29.	Two years ago, Madhuri completed her degree in food technology. She worked for some time in a company manufacturing chutney, pickles, and murabbas. She was not happy in the company and decided to have her organic food processing unit for the same. She set the objectives and the targets and formulated an action plan to achieve the same. One of her objectives was to earn a 10% profit on the amount invested in the first year. It was decided that raw materials like fruits, vegetables, spices, etc will be purchased on three months credit from farmers cultivating organic crops only. She also decided to follow the steps required for the marketing of the products through her outlets. She appointed Mohan as a Production Manager who decides the exact manner in which the production activities are to be carried out. Mohan also prepared a statement showing the number of workers that will be required in the factory throughout the year. Madhuri informed Mohan about her sales target for different products and area-wise for the forthcoming quarter. While working on the production table a penalty of 100 per day for not wearing the caps, gloves, and apron was announced. Quoting lines from the given paragraph, identify and explain the different types of plans discussed.	4
30.	The organic food market in India is growing at 25-30 percent which reflects a clear shift in consumer tastes and preferences. The current growth in the organic food market is driven by a multiplicity of factors like rising health consciousness, changing lifestyles, an increase in disposable income, and the growing availability of organic food products in shopping malls, retail outlets, and online. In the context of the above case: (A) Identify and explain the features of business environment being referred to here. (B) By quoting phrases from the paragraph, identify the various components of general forces which have led to growth in the organic food market.	4
31.	The court passed an order that all schools must have water purifier for the school children as: (i) Society in general is more concerned about quality of life; (ii) Innovative techniques are being developed to manufacture water purifier at competitive rates; (iii) Incomes are rising and children at home are also drinking purified water. The Government is also showing positive attitude towards the water purifier business.	6

	<p>Identify and explain the different dimensions of business environment by quoting from the above details.</p> <p style="text-align: center;">OR</p> <p>The court passed an order to ban polythene bags as:</p> <p>(i) These bags are creating many environmental problems, which affect the life of people in general.</p> <p>(ii) Society, in general, is more concerned about the quality of life. The government decided to give subsidy to jute industry to promote this business. Innovative techniques are being developed to manufacture jute bags at low rates. Incomes are rising and people can afford to buy these bags.</p> <p>Identify and explain the different dimensions of business environment by quoting the lines from the above particulars.</p>	
32.	<p>a) Enumerate any three considerations to be kept in mind while building an organisational structure.</p> <p>b) In what kind of organisation is divisional structure more suitable and why?</p> <p style="text-align: center;">OR</p> <p>Explain the concept of 'Functional Structure' of an organisation. Also, explain any four disadvantages of functional structure.</p>	6
33.	<p>"Agile Ltd.' is a well-known automobile manufacturing company in India. The company plans to increase the sale of its sedan cars by 20% in the next quarter. In order to achieve the desired target, the marketing team of the company considers the impact of policy of the government towards diesel vehicles and the level of competition in this segment of cars. They explore the various available option like offering more discount to dealers and customers, providing more customer friendly finance options, lucky draws on test drives, increasing advertising, offering more of free accessories on the purchase of the car, etc. a thorough analysis of the various available options is done keeping in view the relative viability of each option. The company decides to pursue the option of offering more discount to dealers and customers in order to boost the sale of sedan cars. In order to implement the plan, they determine the various discount packages and communicate the same to their product dealers. To make the prospective consumers aware about the new available benefits, advertisements are made through various sources of print and electronic media. The market analysts of the company keep a close watch on the revenue from the sedan cars to study the effect of new initiatives by the company to promote its sales."</p> <p>In context of the above case study identify and explain the various steps involved in the process of a particular function of management.</p>	6
34.	<p>Bhasin Limited was engaged in the business of food processing and selling its products under a popular brand. Lately, the business was expanding due to good quality and reasonable prices. Also with more people working the market for processed food was increasing. New players were also coming to cash in on the new trend. To keep its market share in the short run, the company directed its existing workforce to work overtime. But this resulted in many problems. Due to the increased pressure of work, the efficiency of the workers declined. Sometimes, the subordinates had to work for more than one superior resulting in declining efficiency. The divisions that were previously working on one product were also made to work on two or more products. This resulted in a lot of overlapping and wastage. The workers were becoming undisciplined. The spirit of teamwork, which had characterised the company, previously was beginning to wane. Workers were feeling cheated and the initiative was declining. The quality of the products was beginning to decline and market share was on the verge of decreasing. The company had implemented changes without creating the required infrastructure.</p> <p>(A) Identify the Principles of Management that were being violated by the company.</p> <p>(B) Explain these principles in brief.</p>	6