

O. P. JINDAL SCHOOL, SAVITRI NAGAR

Periodic Test - I (2023 – 2024)

Class / Section: XII Comm.

MM: 20

Subject: Business Studies

Time: 1 Hrs.

Name: _____

Roll No: _____

General Instructions: All questions are compulsory.

Q.1 Multiple choice questions-

(i) This function of management relating to laying down the foundation for carrying out the other functions of management successfully is _____.

- (a) Organizing
- (b) Staffing
- (c) Planning
- (d) Controlling

(ii) This level of management serves as a link between top-level managers and first-line managers.

- (a) Supervisory level management.
- (b) Operational management.
- (c) Middle-level management.
- (d) None of the above.

(iii) Considering the fact that it is difficult to find one single person with all the needed qualities, Taylor suggested the appointment of a specialist through this technique of scientific management. Identify the technique.

- (a) Standardization and simplification of work
- (b) Method study
- (c) Functional foremanship
- (d) Motion study

(iv) The application of this principle of management leads to higher production and better work for the same effort. Identify the related principle of general management.

- (a) Discipline
- (b) Equity
- (c) Division of work
- (d) Order

(v) On 8th November 2016, with the announcement from the Government of India, all the ₹500 and ₹1,000 banknotes of the Mahatma Gandhi series have ceased to be legal tender. The government also announced the issuance of new ₹500 and ₹2,000 banknotes in exchange for the demonetized banknotes. Identify the concept being described in the above lines.

- (a) Globalization
- (b) Liberalization
- (c) Demonetization
- (d) Privatization

(vi) The Economic Survey 2019 suggests that psychological biases can be used in the realm of tax compliance. It is in favour of using religious norms such as “dying in debt is a sin” to improve tax compliance. Identify the related dimensions of the business environment.

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

1X6=6

Q. 2 a. In order to be successful an organization must change its goal according to the needs of the environment. Which characteristics of management is highlighted in the statement?

b. With changes in the consumption habits of people, Neelesh, who was running a sweet shop, shifted to the chocolate business. On the eve of Diwali, he offered chocolates in attractive packages at reasonable prices. He anticipated huge demand and created a website chocolove.com for taking orders online. He got a lot of orders online and earned huge profits by selling the chocolate. Identify and explain the dimensions of business environment discussed in the above case.

1x1=2

Q.3 Super Fine Rice Ltd. has the largest share of 55% in the market. The company's policy is to sell only for cash. In 2015, for the first-time company's number one position in the industry has been threatened because other companies started selling rice on credit* also. But the managers of Super Fine Rice Ltd. continued to rely on its previously tried and tested successful plans which didn't work because the environment is not static. This led to decline in sales of Super Fine Rice Ltd. The above situation is indicating two limitations of planning which led to decline in its sales. Identify the limitations.

2

Q.4 A floor manager of a mall is a very good manager as he utilizes all the functions of management to minimize cost of maintenance of his area. He directs all the staff members under him to follow the targets and advises them to put their efforts in the direction of achievement of these targets. Under his guidance the employees admit that they learn a lot and are able to meet their targets. This has led to the increase in their salaries. Identify the importance of management highlighted above.

2

Q.5 'Aapka Vidyalaya' believes in the holistic development of students and encourages team building through a mix of curricular, co-curricular and sports activities. On its Founder's 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 the members supported each other. With mutual trust and a sense of belonging, the programme was systematically planned and executed. Kartik, one of the prefects, realised that the group had unknowingly applied one of the principles of management while planning and executing the programme. He was so inspired by the success of this function that he asked his father to apply the same principle in his business. His father replied that he was already using this principle.

1. Identify the principle of management applied for the success of the programme.
2. State any two features of management highlighted in the above paragraph. **2**

Q.6 Sanchit, after completing his entrepreneurship course from Sweden returned to India and started a coffee shop 'Aroma Coffee Can' in a famous mall in New Delhi. The speciality of the coffee shop was the special aroma of coffee and a wide variety of flavours to choose from. Somehow, the business was neither profitable nor popular. Sanchit was keen to find out the reason. He appointed Sandhya, an MBA from a reputed college, as a Manager to find out the causes for the same.

Sandhya took feedback from the clients and found out that though they loved the special unique aroma of coffee but were not happy with the long waiting time being taken to process the order. She analysed and found out that there were many unnecessary obstructions in between which could be eliminated. She fixed a standard time for processing the order. She also realised that there were some flavours whose demand was not enough. So, she also decided to stop the sale of such flavours. As a result within a short period Sandhya was able to attract the customers.

Identify and explain any two techniques of scientific management used by Sandhya to solve the problem. **3**

Q.7 Rahul Ltd., a leading Manufacturer of iron and steel decided to open up a new branching remote area in Rajasthan. So that unemployed youth from the rural areas could get same opportunities as those available in the urban areas. This initiative has raised the standard of living of people in rural areas. All children in these families are getting good education and these families are also actively contributing the nation building through their dedicated work.

- A) Identify the objective of management highlighted in the above-mentioned case.
- B) Give any two advantages of following the above objective.
- C) Which values can be emphasized by following the above objective? **3**
