No. of Printed Pages/Questions: 7/20

O. P. JINDAL SCHOOL, SAVITRI NAGAR

Half Yearly Examination - (2026 – 2027)

Class / Section: XII COMM MM: 50

Subject: Business Studies (054) Time: 2Hrs.

(Fifteen Minutes Extra will be given for reading the Question Paper.)

General Instructions:

1. This question paper contains 20 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.

S.N.	QUESTIONS	
1.	Assertion (A): Management aims to achieve organizational goals efficiently and effectively. Reason (R): Efficiency in management refers to doing the right tasks to achieve goals. (a) Both Assertion (A) and Reason (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.	1
2.	'Flavor of South' is a famous chain of South Indian restaurants. It believes in complete cooperation between the labor and management. Its management encourages the employees for their constructive suggestions. They take their employees into confidence for all important decisions. Which principle of scientific management has been followed by 'Flavors of South'? (a) Science, not rule of thumb (b) Harmony, not discord (c) Co-operation, not individualism (d) Development of each and every person to his or her greatest efficiency and prosperity	1
3.	Match the various characteristics of Business environment given in Column I with their respective explanations in Column II:	1

Column I	Column II
A. Dynamic nature	(i) Environment is a phenomenon that is relatively easier to understand in parts but difficult to grasp in its totality
B. Complexity	(ii) Business environment differs from country to country and even region to region.
C. Relativity	(iii) Business environment keeps on changing, whether in terms of technological improvement or shifts in consumer preferences.

(a) A (iii), B (ii), C (i) (b) A (ii), B (iii), C (i)

(c) A (iii), B (i), C (ii) (d) A (i), B (ii), C (iii)

4. As a foreign tourist visited India, he noticed that Indian markets, tastes, trends and regulations were different from that of his country. Which feature of business environment is reflected here? 1

a) Uncertainty b) Dynamic c) Relative concept d) All of the above

5. Richa, 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 healthy food 'at reasonable prices. She discussed her idea with her teacher (mentor) who encouraged her. After analyzing various options for starting her business venture, she short listed the option to sell readymade and ready to make 'vegetable shakes and sattu milk shakes. Then, they weighed the pros and cons of both the short-listed options. Identify the function of management being discussed above 1

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

6. " A plan is framed, it is implemented, and is followed by another plan and so on" Identify the feature planning highlighted above. 1

a) Planning is continuous b) Planning is futuristic

c) Planning is pervasive d) Planning involves decision-making

7. Ensures that the subordinate performs task on behalf of the manager thereby reducing his workload and providing him with more time to concentrate on important matters. 1

(a) Decentralization (b) Delegation of Authority

(c) Authority (d) Accountability

OR

Naresh has joined as creative head in an entertainment company. He always ensures that the work has been divided into small and manageable activities and also the activities of similar are grouped together. Identify the related step in organizing process mentioned here.

(a) Identification and division of work (b) Departmentalization

c) Assignment of Duties (d) Establishing Reporting Relationships

8. "Appointment is as per the requirement and satisfaction of the job". This is related to which importance of staffing. 1

(a) Filling the roles by obtaining competent persons.

(b) Placing right person at the right job.

(c) Optimum utilization of human resources.

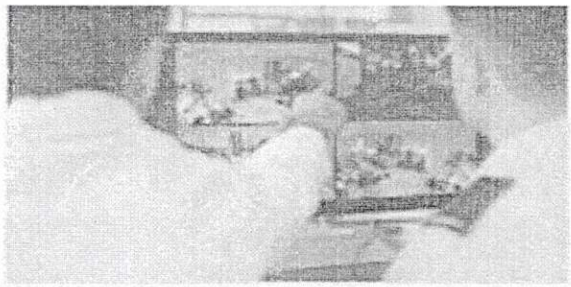
(d) Improves job satisfaction and morale of the employee.

9. The Information Technology department of Hi-Tech Ltd. had few vacancies in cyber security. The Human Resource department of the company decided to recruit the fresh engineers and graduate of IT from IIT University. The type of recruitment is: 1

(a) Placement Agencies (b) Employment Exchange

(c) Direct Recruitment (d) Campus Placement

10. The picture shows the experts doing the study of movements like lifting, putting objects, sitting and changing positions of workers working in factory. Identify the technique of scientific management depicted: 1



(a) Time Study (b) Method Study (c) Motion Study (d) Work Study

11. Eco value ltd. 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 organizational 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. 3

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 i.e. the employees, the process and the 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. In the above case find all the characteristics of management and highlight the lines which help you identify them.

12. Vaibhav Sharma was working as the Production Manager in Merigo Pharma Pvt. Ltd. To get his son admitted in school he wanted to take leave from the office but on the same day, an important meeting with the Chief Executive Officer (CEO) of the company was scheduled to discuss some new medicines to be manufactured. Considering the significance of the meeting, he did not take leave. The CEO appreciated his exemplary behaviour as he gave priority to the organizational interest over his personal interest. Name and explain the principle of management being followed by Vaibhav Sharma in the above case. 3

13. The government of India announced Demonetization of ₹ 500 and ₹ 1,000 currency notes with effect from midnight of November 8, 2016. As a result, the existing ₹ 500 and ₹ 1,000 currency notes ceased to be legal tenders from that date. Now currency notes of the denomination of ₹ 500 and ₹ 2,000 were issued by Reserve Bank of India after the announcement. 3

This step resulted in a substantial increase in the awareness about and the use of Point of Sale machines, e-wallet, digital cash and other modes of cashless transactions. Also, increased transparency in monetary transactions and disclosure led to a rise in government revenue in the form of tax collection.

(a) Enumerate the dimension of business environment highlighted above.

(b) State the features of Demonetization. (Any four)

14. "Recruitment identifies the different sources of labour supply, assess their validity, choose the most suit invite applicants for different jobs in the enterprise." As per the above statement, State various activities involved in the recruitment process. 3

OR

Ganesh was concerned about the sedentary lifestyle people are leading nowadays. Their dependency on outside food is also increasing because corporate work culture demands working till late night at offices. So, he decided to start a restaurant, "Healthy Eating Point" to provide healthy food options to customers. After completing planning and organizing functions, he identified the various job positions that are required to be filled, i.e., General Manager, an Accountant, two Chefs, two boys for serving the food in the restaurant and three boys for home delivery of food. He decided that his father, Karan, would be the General Manager of the restaurant. He would be paid ₹ 50,000 per month for his services. His father requested him to appoint his friend's son, Prem, as an accountant who is well- qualified for this post. Ganesh agreed to this proposal. Earlier, Prem had a business of

providing unskilled workers to different organisations from remote areas of the country. Prem took permission from Ganesh to continue with the old business. Ganesh happily agreed and asked him to provide five boys for serving and delivering the food. For the appointment of the two Chefs, Ganesh approached a Hotel Management Institute and was satisfied with the Chefs provided by the institute. Quoting the lines from the above paragraph, explain any two sources of recruitment being used by Ganesh for filling up the various job positions.

15. Manoj is desirous of setting up a small factory to manufacture different kinds of eco- friendly packaging materials. He proposes to adopt a logical approach to his business rather than hit and trial method as he knows that this can result in tremendous saving of human energy as well as wastage of time and materials. He plans to adopt paternalistic style of management in practice in order to avoid any kind of class-conflict that may emerge between him and the workers. Moreover, he plans to seek the opinion of his workers before taking any important decisions and also offers incentives to them for providing valuable suggestions for the business. Identify and explain any two principle of scientific management that Manoj plans to apply in his business. 4

16. Voltage fluctuations have been common and quite high in India. They harm our electrical appliances like television, refrigerators and air conditioners, often leaving them in a permanently damaged condition. ZIDY Company decided to manufacture stabilisers for North India where the voltage fluctuation ranges from 220V-230V. Once the demand for the North India was taken care of, they decided to launch stabilisers of varying voltages from 90V-260V for meeting the requirements of voltage fluctuations in other regions of India as well. Three engineers were appointed for South, West and East regions of India, as the voltage was different in all the three regions. Though all the engineers were appointed to manufacture stabilisers yet the product differed from region to region. 4

(a) Identify and explain the organisational structure of ZIDY Company.

(b) State any two dvantages & two limitations of the structure identified in the above para.

17. State any three functions of middle level management. 4

OR

GW Industries', known for its paper products, decided to produce and launch a new line of sustainable packaging called 'EcoPac'. As management is a complex activity, the Chief Executive Officer of the company translated the work into clear goals and assigned the means to achieve those. He knew that human resources are the greatest asset of an organization, so getting work done through them is also a major task. The production of high quality sustainable packaging also required a proper production process. This was put in place for managing the flow of input materials and technology to convert these materials into high quality sustainable packaging. In this way 'GW industries' took care

of various aspects for successful launch of 'EcoPac'. A characteristic of management is discussed in the above case. Identify and explain the characteristic.

18. ABC Engineering is a company involves in construction of Roads, Dams, and Bridges. There are different departments in this company like Human Resources, Marketing, Finance, Research & Development and Operations. The top management of the company tries its level best to synchronize the activities of different departments in the best possible manner. The result is the increased efficiency and attainment of goals. However with the passing of time the size of the company has grown and now there are many branches of this company. The synchronization has turned more important with the increase in the size of the company and the number of employees. The Departmental Heads of the company are specialists in their respective areas and the top management tries to work with them not with authority but by respecting their views on the subject. Their ego clashes are avoided to ensure smooth functioning of the organization. 4

a) Identify the concept of management highlighted above.

b) Write two importance's highlighted in the above paragraph of this concept.

19. 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 options like offering more discounts to dealers and customers, providing more customer friendly finance options, lucky draws on test drive, 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 discounts 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. In context of the above case: 6

(a) Name the function of management described in the above paragraph.

(b) Identify and explain the various steps involved in process the function of management as identified in part (a) by quoting lines from the paragraph.

20. Dharti Dhanya Ltd. is a leading manufacturer of smart furniture for industries. The company was facing several management problems. Employees often received instructions from multiple 6

supervisors, leading to confusion and delays in work. Different departments worked independently without coordinating their efforts, resulting in duplication of activities and wastage of resources.

The Managing Director, Mr. Mayoor Vora, decided to bring reforms. He ensured that every employee reported to only one supervisor. He also introduced a single integrated plan for all departments to achieve the company's overall objectives. To encourage employees, he provided handsome remuneration and recognized outstanding performance through rewards and appreciation.

As a result, employee morale improved, conflicts reduced, and organizational efficiency increased significantly.

Answer the following questions:-

1. Identify the principle of management applied when each employee was made accountable to only one supervisor.
2. Which principle is reflected by introducing a single integrated plan for all Departments?
3. Which principle is followed by providing fair remuneration to employees?
4. Which principle is reflected by rewarding and appreciating outstanding performance?
5. Differentiate between Unity of Command and Unity of Direction.
6. If employees continue to receive instructions from multiple supervisors, what problems may arise in the organization?

OR

Identify the dimensions of business environment in the following cases:

1. Hand-woven carpets are banned in some European countries as they think there can be involvement of child labour in the manufacturing of these carpets. Products produced through the involvement of child labour are banned in these countries.
2. With the winning of a new party in a particular country an automobile company has decided to take back its plan of opening 15 plants in that country.
3. In the month of October a greeting card manufacturing company has decided to increase its scale of production of New Year Greeting Cards.
4. A chocolate making company has decided to make more sweetened chocolates for people living in a particular country.
5. A super bike producing company has decided to withdraw its earlier proposal of opening 10 new plants in a country as it finds the per capita income of that country too low to purchase its bikes in large numbers.
6. Advertising of a particular brand is taken back as it is expected to hurt the sentiments of a particular section of society. The company takes this decision on a conscientious level.

.....GOOD LUCK.....