O. P. JINDAL SCHOOL, SAVITRI NAGAR

Periodic Test – I (Round – I) 2026–2027

Class / Section: XII Commerce | MM: 20

Subject: Business Studies (054) | Time: 1Hrs.

Name: _____ | Roll No.:_

General Instructions: All questions are compulsory.

Q.1 Answer the following Questions-**1x4= 4**

a. 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. The feature of management highlighted in the above case is:

(A) Management is a continuous process.

(B) Management is an intangible force.

(C) Management is a dynamic function.

(D) Management is a group activity.

b. Which of the following pairs are correctly matched?

List – 1	**List – 2**
1.Planning	Essence of management
2. Coordination	Function of management
3. Organizational objective of management	Survival
4. Middle level management	Sales manager

(a) 1,2,3 and 4 (b) 2,3 and 4 (c) 3 and 4 (d) 1 and 4

c Sanchit, after completing his entrepreneurship course from Sweden returned to India and start a coffee shop 'Aroma Coffee Can' in a famous mall in New Delhi. The speciality of the coffee ship 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 & found out that there were many unnecessary in obstructions 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 the techniques of scientific management used by Sandhya to solve the problem.

(a) Method study & Fatigue study (b) Time Study & Motion Study

(c) Method study & Motion Study (b) Time Study & Fatigue study

d. Rama" Ltd. was engaged in the business of manufacturing auto components. Lately, its business was expanding due to increased demand for cars. The competition was also increasing. .In order to keep its market share intact, the company directed its workforce to work overtime. But this resulted in lot of problems. Due to increased pressure of work the efficiency of workers declined. Sometimes the subordinates had to work for more than one superior. The workers were becoming undisciplined. The spirit of teamwork, which had characterised the company previously, had begun to wane.

Identify any three principles of management which were being violated, quoting the lines from the above case.

Q.2(a) Name the levels of management engaged in:

(i) Introducing a new product line and deciding the capital structure of the company.

(ii) Recruitment of casual labourers.

(iii) Devise a suitable advertising campaign to sell a new product/service a company is launching.

(b) Identify the functions of management:

(i) Leading, influencing and motivating employees to perform the tasks assigned to them. (ii) Recruitment and selection of the personnel.

(iii) Deciding the objectives, policies and procedures to be followed in the company.

Q.3 After completing the fashion designing course. Harish opened a new showroom. He decided to sell his own designed costume to customers. With the innovation and introduction of new trends and fashion, he blended the western and ethnic sensibilities together in his designing. To run the showroom smoothly and to manage its day to day affairs, he appointed the staff in showroom. Initially, he promoted a team spirit of unity and harmony among employees. He also welcomes suggestions of the employees from time to time which resulted in substantial cost and time reduction. When customers used to come to buy the costumes, they observed that there is a fixed place for everything and everyone and there is no hindrance in the activities of the showroom. The fabric of different types and colours was organised properly in different racks. There is almost equal division of work and responsibilities between male and female employees. However, at the time of appraisals, he gave 5% extra to female employees than the male employees. After few years he realised that the employee turnover is very high. In order to maintain the efficiency of the showroom, he decided to minimise the employee turnover. This created insecurity among the employees.

1. Which of the following statement is correct with regard to the principle of "Initiative"? (A) Workers should be encouraged to develop and carry out their plans.

(B) Initiative results in substantial cost and time reduction.

(C) Initiative is thinking out and executing the plan.

(D) All of the above.

2. Which of the following principle of management is being violated by Harish in the below mentioned lines: "However, at the time of appraisals, he gave 5% extra to female employees than the male employees".

(A) Equity.

(B) Remuneration to employees.

(C) Centralisation and Decentralisation.

(D) Scalar Chain.

3. Which of the following principle of management is highlighted in the below mentioned lines: "he promoted a team spirit of unity and harmony among employees.

(A) Equity. (B) Unity of Direction (C) Initiative (D) Esprit De Corps

Q.4 Kriti Pvt. Ltd. is a growing e-commerce company. The CEO, Mr. Verma, believes that the key to success lies in effective management. He ensures that the company uses its resources efficiently and achieves its objectives like customer satisfaction, employee welfare, and profitability. Recently, he implemented a new system where employees are encouraged to work in teams and use time- saving technologies.

a) Identify and explain the concept of management as applied in the above case.

b) Explain any three objectives of management highlighted in the case.

c) What is the significance of efficiency and effectiveness in this context?

Q.5 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 infront 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 dueto 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. In the above case find all the characteristics of management and highlight th lines which help you identify them.