

BUSINESS STUDIES- 2011

Time : 3 Hours

Class - 12th

Maximum Marks : 100

Note- (i) All questions are compulsory. (ii) Read the instructions of question paper carefully and write the answer. (iii) There are two Section-Section A and Section B in the questions paper. (iv) In Sections A Q. Nos. 1 to 5 are objective types which contain fill up the blanks, true/false, match the columns, one word answer and choose the correct answers. Each question is allotted 5 marks. (v) Internal options are gives in Q. Nos. 6 to 20 in Section B. (vi) Q. Nos. 6 to 10 carry 4 marks each. (vii) Q. Nos. 11 to 15 carry 5 marks each. (viii) Q. Nos. 16 to 20 carry 6 marks each.

Section - A

(Objective Type Questions)

(5 marks each)

Q. 1. Fill in the blanks-

- (i) Supervisory management is the level.
- (ii) International environment is always
- (iii) Planning is a process.
- (iv) Selection is an effort, not
- (v) Budget is always indicated in ... form.

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Q. 2. Write the answer in one word-

- (i) Which capital is used to purchase raw material?
- (ii) By which process is planning closely related?
- (iii) What is called the difference between current assets and current liabilities?
- (iv) What is the measurement of a sound position of an enterprises?
- (v) Which market is regulated and developed by SEBI?

Q. 3. Answer the following in True or False-

- (i) Emotional environment is a part of business environment.
- (ii) Selection is a positive process.
- (iii) Discipline is maintained b control.
- (iv) Capital is 'life-blood' of business.
- (v) Limit of production on which, there is neither profit nor loss, is called quality control.

Q. 4. Match the pairs correctly-

'A'

- (a) Scalar Chain
- (b) Mental Revolution
- (c) Identification Mark
- (d) Letter of Order
- (e) Dunning Letter

'B'

- (i) Purchaser
- (ii) Seller
- (iii) Fayol
- (iv) Taylor
- (v) Typist

Q. 5. Choose the correct option-

(A) Management is-

- (i) an Art
- (ii) a Science
- (iii) both Art and Science
- (iv) none of these

(B) The planning is step of management-

- (i) First
- (ii) Medium
- (iii) Final
- (iv) Optional

(C) Process of staffing includes-

- (i) Recruitment
- (ii) Selection
- (iii) Promotion
- (iv) All of these

(D) The last function of management process is-

- (i) planning
- (ii) organizing
- (iii) controlling
- (iv) staffing

(E) Stock Exchange carries purchases and sales of-

- (i) Product
- (ii) Money
- (iii) Securities
- (iv) Stock

(Section - B)

(Very Short Answer Type Questions) (4 marks each)

Q. 6. Explain any four characteristics of an organisation.

(Or) What are formal organisation and informal organisation?

Q. 7. Explain the steps involved in the process of organization.

(Or) Distinguish between Delegation of Authority and Decentralisation (any four).

Q. 8. Describe the importance of leadership in management under direction.

(Or) Write any four differences between formal and informal communication.

- Q. 9. Why is supervision essential? Explain.
 (Or) Explain four non-financial incentives used to motivate the employees by a company.
- Q. 10. Explain the four objectives of Financial Management.
 (Or) Explain briefly any four factors to be considered at the time of determining working capital requirement.

(Short Answer Type Questions) (5 marks each)

- Q. 11. Explain the five characteristics of a sound plan.
 (Or) State the considerations for determining the objectives.
- Q. 12. Explain five external sources of recruitment.
 (Or) Write five differences between training and development
- Q. 13. Explain briefly the steps in the process of control.
 (Or) What is budgetary control? Discuss its importance.
- Q. 14. What is meant by money market? Discuss its three characteristics.
 (Or) State the five functions of Securities and Exchange Board of India.
- Q. 15. What qualities does a good business letter contain? Explain any five.
 (Or) Write an order letter to Ashish Publishing House, 10, Dariyaganj, New Delhi from Prashant Books and Stationery, Bengali Chauraha, Indore to order for Commerce books.

(Long Answer Type Questions) (6 marks each)

- Q. 16. Explain six main functions of management.
 (Or) What is meant by middle management? Explain its main duties.
- Q. 17. Explain the importance of principles of management in six points.
 (Or) To increase efficiency of production in industrial organisation. Taylor developed a number of principles of scientific management. Explain any six principles.
- Q. 18. Describe the economic environment of India after the year 1991.
 (Or) Describe in brief the following dimensions of business environment-
 (a) Social environment
 (b) Political environment
 (c) Technological environment.

Q. 19. What is the difference between marketing and selling? (any six points)

(Or) Explain in brief the following-

- (a) Labelling
- (b) Sales promotion
- (c) Advertisement.

Q. 20. Explain, in brief, any six responsibilities of consumers to safeguard their interests.

(Or) Describe, in brief, the ways and means of Consumer Protection.