



**Business Studies - Class XII**  
**(Practice Paper-2 for March 2020 Exam.)**

**Time: 3 Hrs.**

**M.M.80**

**General Instructions:**

- (i) This question-paper contains five Sections - A, B, C, D and E.
- (ii) Section - A contains Q 1 to 20 - 1 mark each, Answer these, as required.
- (iii) Section - B contains Q 21 to 25 - 3 marks each, Answers these in 50 to 75 words.
- (iv) Section - C contains Q 26 to 28 - 4 marks each, Answers these in about 120 words.
- (v) Section - D contains Q 29 to 31 - 5 marks each, Answers these in about 150 words.
- (vi) Section - E contains Q 32 to 34 - 6 marks each, Answer these in about 200 words.
- (vii) Do all the questions in serial order.

<b>Section - A</b>		
<b>1</b>	Miss Sunita is associated with CK Ltd. She told you that she is totally occupied in conducting meetings of various departmental managers. At what level of management is she? (a) Top level (b) Middle Level (c) Lower level	1
2	The Multidimensional characteristic of management links ....., people and .....	1
3	The technique in which task of supervision is divided into several specialised functions and each function is entrusted to a specialist foreman is: (a) Standardisation (b) Differential piece wage system (c) Simplification (d) Functional Foremanship	1
4	'PTK Airlines Ltd.' is a travel agency which has appointed five persons whose main job is to check the religious, regional and other social events and dates so that they greet the passengers accordingly to promote common brotherhood. You are required to identify the dimension of business environment being used by this Airlines company.	1
5	Aniket was working in a mobile company. It had an assembling unit in Chandigarh. In this assembling unit, standard output of producing 15 units per day per worker had been set. While assembling mobile phones, he realised that by simply reorganising the sequence of tasks more units can be assembled at a lower cost. He went to his supervisor and informed him about this idea. He was just asked to	1

	follow the given routine way of working. Identify one of the limitation of one of the functions of management.	
6	The other name of Informal organisation is.....	1
7	State, giving reason, whether the statement given here is true or false: 'Human resources management is the part of management process.	1
8	A company provides free education to the children of its employees. It is termed as: a) Salary; b) Commission; c) Perquisites; d) Allowances.	1
9	'Manager Mr. M very intelligent but is very rude to his subordinates', this resulted in ..... barrier in effective communication. a) Semantic b) Organisational c) Personal d) Psychological	1
10	Rajan was working in an automobile company. It had an assembling unit in Mumbai. In this assembling unit, standard output of producing 24 units per day per worker had been set. While assembling mobile phones, he realised that by simply changing the sequence of tasks more units can be assembled at a lower cost. He went to his supervisor and informed him about his new discovery. The supervisor, welcomed the suggestion and took that suggestion to Production manager who also appreciated Rajan for his constructive suggestion and assured his name to be recommended for company's Annual Worker of the Year Award. Identify the principle of management referred in this para.	1
11	Mamta is the Senior Manager in the Advisory Services Department of ABC Ltd. She regularly prepares performance reports of her subordinates as a part of the appraisal. The step of the controlling process performed by her is.....	1
12	What are the two main conditions of Trading on Equity?	1
13	Financial leverage is called favourable if: (a) Return on investment is lower than cost of debt. (b) ROI is higher than cost of debt. (c) Debt is nearly available. (d) If the degree of existing financial leverage is low.	1
14	Amit is running a 'transport service' and earning good returns by providing this service to industries. Giving reason ,state whether the working capital requirement	1

	of Amit's firm will be 'large' or 'small.	
15	What is Bridge Financing?	1
16	Large scale production done to reduce the average cost of production is the essence of .....concept of Marketing management. a) Product; b) Selling; c) Production; d) Marketing.	1
17	Zubhi Boutique Ltd., a bridal garments private company, has started its business with Punjabi Bridal Dresses and then expanded it to Bridal Make-up services. Gradually it started offering Bridal Fashion Accessories. Identify the element of Marketing Mix ,Zubhi Boutique Ltd. is focusing on, as discussed above. (a)Promotion; (b) Market; (c) Product; (d) Place.	1
18	Write any two functions performed by NGOs for protecting Consumers.	1
19	Amanjot purchased a smart phone for ₹40,000 from a mobile phone seller on his verbal commitment that the smart phone will be replaced in case of any defect, within a span of six months. The phone started creating technical issues in spite of proper maintenance and upkeep of the phone. Advise Amanjot as to where he can file a case against the seller.	1
20	Namita, Gunita and Mohit went to a popular bakers shop in Elante Mall and ordered for a Chocolate Brownie and a Pineapple Cake. On eating Chocolate Brownie , Gunita saw little pieces of golden foil in brownie on her plate. Mohit immediately went to the manager to complain about this in response to which manager ordered his men to replace the Chocolate Brownie on Gunita's table. What alternative was available to these friends under Consumer Protection Act, had the manager not listened to them?	1
	<b>Section - B</b>	
21	'Management is a soft science,' Explain.	3
22	Amarjeet Singh joins as a Sales manager of a company dealing in Electrical Products. Being an intelligent person having an M.B.A. degree in his hand, he knew that without good planning he will not be able to perform any of the other managerial functions efficiently and effectively. Only on the basis of sales forecasting, he would assist in the preparation of the annual plans for its production and sales. Besides, he will have to prepare sales plans regularly on periodical basis. While preparing the sales forecasts, he undertakes intellectual thinking involving foresight, visualization and used judgment rather than guess work. Most importantly, all these planning activities will be meaningful only if they will coincide with the purpose for which the business is being carried out. Identify the main features of planning highlighted in the above case by quoting lines.	3
23	Bharti is a supervisor who also keeps the record of work done by the workers under him . The average number of units to be produced by a worker is 50 per	3

	<p>day. There are four workers Mintu, Kittu, Shanty and Bunty working under him. On completing a day's work ,he recorded 53, 49, 62 and 50 units produced by them respectively. Bharti is now trying to calculate wages using one of the technique suggested by F.W.Taylor, under which wage rates for efficient and inefficient workers have been fixed at ₹6 per unit and ₹5 per unit respectively.</p> <p>You are required to identify the technique and calculate wages of all these four employees.</p>	
24	<p>State, which promotional tool will primarily be used for by a company in the following cases?</p> <p>a) To promote or protect a company's image or its individual products.  b) An existing product meant for mass usage by literate people.  c) To attract attention of the people by using incentives.</p>	3
25	<p>On her Wedding Reception , Anupama received from her friend, a costly leather bag of a popular brand. After a few days, she thought of using that bag. She put some articles of her personal use in that bag. When she tried to zip on the bag the zipper didn't work . When she told her friend about this, her friend decided to visit the shopkeeper herself as she didn't get the cash memo that time. The shopkeeper politely said that the bag is a replica and not the original one, so, it cannot be got repaired from the company.</p> <p>a) What course of action is available to Anupama and her friend, in this case?  b) State any two responsibilities that Anupama or her friend must have fulfilled as an aware consumer.</p>	3
<b>Section - C</b>		
26	<p>PK Ltd., a company manufacturing LCD Television incurred heavy expenditure on its Research and Development and discovered a technology that has made it possible such Television to adapt to every upcoming changes in its model. It resulted in growth and profitability of the company.</p> <p>(a) Identify and state the dimensions of business environment mentioned above.  (b) State the importance of business environment mentioned above by quoting the lines.</p>	4
27	<p>Differentiate Formal Organisation and Informal Orgainsation on the basis of any four points.</p>	4
28	<p>Harpreet Kaur has started her biscuit making business and also plans to take custom orders . She is however, not sure of fixing the prices of various types of biscuits made by her. She seeks your opinion in this regard. So, you are required to advise her, about the main factors that she must consider for fixing the prices of biscuits.</p>	4
<b>Section - D</b>		

29	'Effectiveness and efficiency are complimentary to each other'. Discuss with the help of examples.	5
30	A company has started production of non-toxic childcare products. The top management of this company decides that 30% of its employees will be offered to women from local areas. Those women will be selected through an interview after a brief written test. Smoking will be strictly prohibited within the factory premises. Company will sell its products only in eco-friendly bags. On the basis of above case: a) Identify and explain the different type of plans. b) Mention the types of objectives other than the mentioned here.	5
31	"Determination of capital mix of a company is influenced by a number of factors." Explain any five such factors.	5
<b>Section - E</b>		
32	In order to improve the quality and quantity of output and provide job satisfaction to the employees, Ceema Ltd. adopted various ways of training as follows: Somesh was provided a dummy model of machinery to do practice on. Avinash was asked to work with an expert for a specific period of time so that he learns by observation and practice. Pukhraj was retained in the company so that he could practice the theoretical knowledge acquired by him from his college. Identify the above methods of training and explain any three advantages of training to the management.	6
33	Explain any three points of superiority of external sources of recruitment over internal sources of recruitment by giving imaginary examples.	6
34	Akhilesh had misplaced his share certificates while selling his steel almirah . After a long time he was able to trace his shares certificates and found on the bookshelf of his son. Now he was facing problem in selling them off. He shared his problem with one of his relatives who told him that he would now have to get his shares converted into electronic form and put it in an account. a) State the concept mentioned above. b) Explain the procedure of trading at a stock exchange.	6

**The End**

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