

**CLASS XII**  
**SUBJECT : BUSINESS STUDIES-II**  
**(COMMERCE AND HUMANITIES GROUP)**

**Time : 3 Hrs**

**Maximum Marks : 80**

- Note :** 1. All the questions are compulsory.  
2. There are total 23 questions in the question paper.  
3. The question paper has 3 sections i.e. A, B and C.  
4. Section A : It has Question 1 which consists of 30 sub-parts as Multiple Choice Questions or True/False Statements and each sub-part carries one mark.  
5. Section B : It has Question 2 to 16, each carrying 2 marks. Answer each question in 5-10 lines.  
6. Section C : It has Question 17 to 23, each carrying 4 marks. Attempt any 5 questions from this section. Answer each question in 15-20 lines.

**Section-A**

**Note : All the questions are compulsory. Each questions carries 1 mark.**

**I. Objective Type Questions**

- (i) Management is .....
- |                       |                        |
|-----------------------|------------------------|
| (a) An exact science  | (b) An inexact science |
| (c) A natural science | (d) None of these      |
- (ii) As a management expert, Henry Fayol concentrated on .....
- |                          |                           |
|--------------------------|---------------------------|
| (a) Financial Management | (b) General Management    |
| (c) Technical Management | (d) Scientific Management |
- (iii) Functions of management are independent of one another. (True/False)
- (iv) If more than one boss give orders to an employee, which principle of management is violated ?
- |                             |                               |
|-----------------------------|-------------------------------|
| (a) Unity of Command        | (b) Unity of Direction        |
| (c) Principle of Discipline | (d) Principle of Scalar chain |
- (v) Scientific management is based on liberal rules. (True/False)
- (vi) When was new economic policy introduced in India ?
- |               |                |
|---------------|----------------|
| (a) Feb. 1990 | (b) July 1991  |
| (c) Aug. 1992 | (d) Jan. 1991. |
- (vii) Demonetisation is not helpful in checking the circulation of counterfeit currency. (True/False)
- (viii) Which of the following is a feature of planning ?
- |                    |                        |
|--------------------|------------------------|
| (a) Universal      | (b) Continuous Process |
| (c) Both the above | (d) None of these      |
- (ix) Budgets are standing plans. (True/False)
- (x) The cost of which type of organizational structure is high ?
- |                          |                           |
|--------------------------|---------------------------|
| (a) Divisional structure | (b) Functional structure  |
| (c) Both (a) and (b)     | (d) Can not be determined |

- (xi) It is easy to fix responsibility under formal organization. (True/False)
- (xii) Which of the following is a negative process ?  
(a) Training (b) Development  
(c) Recruitment (d) Selection
- (xiii) Delegation increases the work load of the subordinate. (True/False)
- (xiv) The main objective of directing is to :  
(a) Improve organisational efficiency (b) Maintain discipline  
(c) Enforce control (d) All the above
- (xv) External sources of recruitment create dissatisfaction among existing staff. (True/False)
- (xvi) The highest level needs in the hierarchy of human needs given by Maslow is :  
(a) Physiological needs (b) Social needs  
(c) Esteem needs (d) Self actualization needs
- (xvii) In communication, noise refers to a very loud sound. (True/False)
- (xviii) Planning is meaningless without controlling and controlling is directionless without planning. It means that :  
(a) Planning and controlling are closely related.  
(b) Planning and controlling are interdependent.  
(c) Both (a) and (b)  
(d) None of these.
- (xix) Action is the essence of control. (True/False)
- (xx) Co-ordination is known as :  
(a) Essence of management (b) Nervous system of organisation  
(c) Both (a) and (b) (d) None of these.
- (xxi) Co-ordination is a group effort to achieve common objectives. (True/False)
- (xxii) Working Capital management is :  
(a) An investment decision (b) A short term investment decision  
(c) A long term investment decision (d) None of these
- (xxiii) If an enterprise has sufficient cash flow, then it prefer to obtain more debt. (True/False)
- (xxiv) The main objective behind setting-up SEBI was to promote the development of Indian economy. (True/False)
- (xxv) A company wants to raise capital by issue of equity shares worth Rs. 1000 crore. From which market will it raise funds ?  
(a) Primary market  
(b) Secondary market  
(c) Both Primary market and secondary market  
(d) None of these
- (xxvi) The process of marketing comes to an end as soon as the product is sold. (True/False)
- (xxvii) Bata, a shoe manufacturing company sells its products directly to the consumers through its showrooms. This is an example of which of the following ?  
(a) Three level channel (b) Two level channel  
(c) One level channel (d) Zero level channel

- (xxviii) Packaging is known as silent salesman. (True/False)
- (xxix) A consumer purchased a washing machine which caused an electric shock while being used. Which of the following rights can that consumer exercise ?
- (a) Right to Consumer education                      (b) Right to Information  
(c) Right to be heard                                      (d) Right to Safety
- (xxx) A consumer can file a consumer complaint directly in the Supreme Court of India. (True/False)

30 x 1 = 30

### Section-B

**Note : All the questions are compulsory. Each questions carries 2 marks.**

2. 'Management is a process'. Comment.
3. Briefly explain Gang Plank.
4. What is mental revolution ?
5. What is meant by demonetisation ?
6. Explain essential features of a good plan.
7. Define delegation.
8. What is meant by training ?
9. Are human resource management and staffing the same concepts ?
10. What are the semantic barriers to effective communication ?
11. What is meant by budgetary control ?
12. Give any two points of difference between co-ordination and co-operation ?
13. What are financial decisions ?
14. Give two points of difference between primary market and secondary market.
15. Explain in brief indirect channels of distribution.
16. Write any two responsibility of a consumer.

15 x 2 = 30

### Section-C

**Note : Attempt any five questions. Each question carries 4 marks.**

17. Discuss any four features/nature of principles of management.
18. What is on the job training ? Discuss any four common techniques of on the job training method.
19. What is motivation ? Explain its types.
20. Discuss any four factors affecting working capital requirements.
21. Discuss in brief any four regulatory functions of SEBI.
22. Write a brief note on direct channel of distribution.
23. Write any four rights of a consumer.

5 x 4 = 20