CBSE Class 12 Business Studies 2014 - Set 66/3

Question Paper

Conducted by the Central Board of Secondary Education (CBSE)

Time Allowed: 3 Hours **Maximum Marks: 90**

General Instructions

(i) This question paper contains 30 questions.
(ii) Answers to questions carrying 1 mark may be from one word to one sentence.
(iii) Answers to questions carrying 3 marks may be 50–75 words.
(iv) Answers to questions carrying 4–5 marks may be about 150 words.
(v) Answers to questions carrying 6 marks may be about 200 words.
(vi) Attempt all parts of a question together.

Questions

1. How does staffing improve job satisfaction and morale of employees ? State.

2. How does directing initiate action ? State.

3. Give any two examples of 'Employee Recognition' as a non-financial incentive.

4. What is meant by 'Management by Exception' in the process of controlling ?

5. On which type of products is ISI mark used ?

6. 'The consumer has a right to acquire knowledge and to be a well informed consumer throughout life.'

State what type of knowledge is required by the consumer in the above stated 'Right'.

7. Name the level of management that is responsible for the welfare and survival of the organisation.

8. Why is it said that business environment is uncertain ?

9. 'Deciding in advance what to do and how to do is one of the basic management functions.' Give the meaning of this function.

10. Name the type of plan which is in the form of general statements, that guides thinking towards a particular direction and helps in solving routine problems.

11. Distinguish between functional structure and divisional structure on the basis of 'formation'.

12. What is meant by 'formal organisation' ?

13. Give the meaning of the following money market instruments :

(i) Treasury Bill; and

(ii) Call Money.

14. 'Wealth-maximisation' is the primary objective of financial management. Explain.

15. 'You don't close a sale, you open a relationship, if you want to build a long-term successful enterprise.' Identify the communication tool used by the marketer. State any two features of this communication tool.

16. Pawan is working as a 'Production Manager' in CFL Ltd. engaged in manufacturing of CFL bulbs. There is no class-conflict between the management and workers. The working conditions are very good. The company is earning huge profits. As a policy matter, management is sharing the gains with the workers because they believe that prosperity of the company cannot exist for a long time without the prosperity of the employees.

(a) State the principle of management described in the above para.

(b) Identify any two values which the company wants to communicate to the society.

17. Telco Ltd. is manufacturing files and folders from the old clothes to discourage use of plastic files and folers. For this they employ people from nearby villages where very less job opportunities are available. An employee, Harish, designed a plan for the cost reduction but it was not welcomed by the production manager. Another employee gave some suggestion for improvement in design, but it was also not appreciated by the production manager.

(a) State the principle of management described in the above para.

(b) Identify any two values that the company wants to communicate to the society.

18. Give the meaning of 'Investment decision' and 'Dividend decision'.

19. 'Coordination is the essence of management.' Explain how.

20. 'Understanding of environment by business managers enables them not only to identify and evaluate, but also to react to the forces external to their firms.' In the light of the statement, explain any four points of importance of business environment.

21. How does Planning 'Not work in a dynamic environment' and 'Does not guarantee success' ? Explain.

22. State any eight reliefs available to a consumer under the provisions of Consumer Protection Act, 1986.

23. What is meant by 'Training' ? State the benefits of training to the employee.

24. Explain the relationship between planning and controlling.

25. Explain any five functions of Stock Exchange.

26. What is meant by 'advertising' ? State the role of advertising in marketing.

27(a). Explain how the following factors affect the working capital requirements of a business :

(i) Inflation;

(ii) Business cycle;

(iii) Level of competition; and

(iv) Nature of business.

OR

27(b). Explain any four factors affecting the choice of capital structure of a company.

28(a). Describe the role of 'Public Relations' in the promotion of products and services.

OR

28(b). Explain the four important elements of marketing mix.

29(a). Besides 'Effective management' and 'Employee development' delegation helps the organisation in different ways. Explain any four such ways.

OR

29(b). 'Decentralisation is an important philosophy that implies selective dispersal of authority.' In the light of this statement, explain any four points of importance of decentralisation.

30(a). 'The functions and performance of the supervisor are vital to an organisation because he is directly related with the workers whereas other managers have no direct touch with bottom level workers.' In the light of this statement, explain any four functions of a supervisor.

OR

30(b). Describe personal barriers to effective communication.

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