

Class 12 ISC

QUESTION PAPER BUSINESS STUDIES

Maximum Marks: 80

Time allowed: One and a half hours

(Candidates are allowed additional 15 minutes for onlyreading the paper.)

ALL QUESTIONS ARE COMPULSORY

Select the correct option for each of the following questions.

- 1) Which of the following is the correct abbreviation of HRM?
 - a. Human Resource Management
 - b. Human Resourcefulness Management
 - c. Human Relation Management
 - d. Humanistic Relation Management
- 2) Which of the following correctly defines the Human Resource Department?
 - a. Functional department
 - b. Service department
 - c. Line department
 - d. Authority department
- 3) Human factor can be defined as ______
 - a. The entire concept of human behavior

	b. Interrelated Physiological, Psychological and Socio-ethical aspects of a numan being.	
	c. Micro and macro issues of socioeconomic factor	
	D)None of the above	
1)	Finding ways to reducela a crucial responsibility of management. a. Stress	
	b. Dissatisfaction	
	c. Uncertainty	
	d. None of the above	
	5) Which of the following components are reformed	to
	support the strategies of human resource function?	
	a. Control systems	
	b. Appointment	
	c. Job allotment	
	d. None of the above	
	6) What is the need for Human Resource Planning?	
	a. For undergoing an effective employee developmentprogram	
	b. To represent a base for recruitment	
	c. To represent a base for selection policy d. All of the above	
	7) Directing, being one of the preeminent functions of HumanResource Management that falls	
	under	
	a. Operative functions	
	b. Technical functions	
	c. Managerial functions	
	d. Behavioral functions	

8)	Hun	nan relatio	n appr	oach ref	ers to					
					orkers are facili				e.	
	٠.	problema			ween the emph	oyee and theer	iipioyei ioi soi	VIII B		
	c.	•			ole on the work	c front so as to	inspire them to	o work	collectively	
		for the co	mpany	's grow	th in terms of s	ocial, economi	c, and psycholo	gicalpr	oductivity.	
	d.	None of th	he abo	ve						
9)	V	Which	of	the	following	fields	requires	а	skilled	HR
pr	ofess	sional?								
	a.	People ha	ndling							
	b.	Clarifying								
	c.	Both (a) a	nd (b)							
	d.	None of the	he abo	ve						
10)) \	Which of th	e follo	wing is	considered as s	trategic activit	y?			
	a. b.	Productivi Recruitme	-							
	c.	Planning								
	d.	All of the	above							
		11) Wha	at is th	e major	issue faced wh	ile doing perso	onalplanning?			
		a. Type o	of info	rmation	which should b	oe used in mak	ingforecasts			
		b. Types	of peo	ople to b	e hired					
		C. Multip	ole pos	itions to	be filled					
		d. All of	the ab	ove						
12	2)		is	the prod	ess of estimati	ng the quantity	andquality of	people	required	

to n	neet future needs of the organisation.
a.	Demand forecasting
b.	Supply forecasting
c. 1	Environmental forecasting
d.	None of the above
13)	Which of the following factors state the importance of the Human Resource Planning?
a.	Creating highly talented personnel
b.	International strategies
c. 1	Resistance to change and move
	All of the above Which of the following is an internal source ofrecruitment?
(a)	Transfer
(b)	Advertising on television
(c)	Casual callers
(d)	Labour contractors
15)	The two factor theory is based on which factors?
a.	Hygiene and behavioural
b.	Safety and self - esteem
c. 5	Self - actualisation and status quotient
d. 16)	None of the above It refers to the process of searching for prospective employees and stimulating them
to a	pply for jobs in theorganisation.
(a)	Selection
(b)	Training
(c)	Recruitment

(d) Orientation

A.	Engages in goal - directed behaviour
В.	Reassess needs deficiencies
C.	Performs
	Identifies needs Searches for ways to satisfy the needs
F.	Receives either rewards or punishment
a.	DFCAEB
b.	BCDEAF
c.	DEACFB
d.	ABCDEF
18).	. Rearrange the steps of Maslow's Need Hierarchy Theory.
A.	Self - Actualisation Needs
В.	Physiological needs
C.	Belongingness and love needs
	Self - esteem needs Safety needs
a.	ABCDE
b.	ADCBE
c.	DCBEA
d.	ADCEB
19)	It is a career oriented process.
(a)	Training
(b)	Development
(c)	Selection

(d) Recruiment

17) Rearrange the six steps of motivation logically.

20) Who propounded the Need's Theory
a. Frederick Herzberg
b. Alderfer
c. Abraham Harold Maslow
d. None of the above
21. Motivation is the process by which employees' efforts atworkplace are energized, directed,
and sustained toward attaining a goal.
A. True
B. False
22. Motivation is the process of stimulating people toaccomplish
A. Desired Goal
B. Desired homework
C. Desired assignment
D. None of the above
23. Which of the following is an internal motivational force"
a.goals
b.needs
c.attitudes
d.feedback
24. Which of the following option is a component of remuneration?
a. Fringe Benefits
b. Commitment
C. External equity

d. Motivation

25is the set of forces that energize, direct, and
sustain behavior.
a.Motivation b.Expectancy
c.Empowerment
d.Socialization
26. How many components are there in remuneration?a. 4b. 5
c. 6
d. 7
27means one plan, one boss.
Options:
a. Unity of direction
b. Unity of command
c. Centralisation
d. Gang plank
28. Match the following components of remuneration withtheir inclusions -
I. Fringe Benefits A. Stock option
II. Job Context B. Challenging job responsibilities
III. Perquisites C. Group Plans
IV. Incentives D. Medical Care
a. I-D, II-B, III-A, IV-C
b. I-B, II-A, III-C, IV-D
c. I-A, II-C, III-D, IV-B
d. I-C, II-B, III-D, IV-A

29. Who are the two main stakeholders in an organisation?

a. CEO and top management

b. Employers and employees c. Executives and owners d. None of the above 30. Which of the following is a challenge mentioned in remuneration? a. Employee participation b. Pay secrecy c. Comparable worth d. All of the above 31. Under which conditions does skill - based pay system workwell? a. Employee turnover is relatively high b. To set minimum wages for workers whose bargaining position is weak c. To abolish malpractices and abuses in wage and salarypayments d. None of the above 32. Which of the following statements regarding internal forces of motivation is true" a. They are more important to understand than external forces of motivation. b. They are less important to understand than external forces of motivation. c. They are as important as external forces of motivation.d. They are seldom recognized by managers 33. According to Maslow's hierarchy of needs, which of the following does notbelong to social needs? a) Friendship b) Exchange of feelings and grievances c) Belongingness d) Economic security 34. Under this method of recruitment, a notice is placed on thenotice board of the organisation

containing the details of the jobs available.

(a) Casual callers

(b)	Labour contractors
(c)	Recommendations of employees
(d)	None of the above
35.	Which of the following needs are also known as self – realization needs?
a) :	Survival needs
b) :	Safety needs
c) s	Social needs
•	Self – actualization needs Under this method of recruitment, a notice is placed on thenotice board of the organisation
con	taining the details of the jobs available.
(a)	Casual callers
(b)	Labour contractors
(c)	Recommendations of employees
(d)	None of the above
37.	Which of the wage concept is higher than fair wage?
a.	Minimum wage
b.	Living wage
c.	Team based pay
d. 38.	None of the above What is the term for a transfer when the duties may change, but the compensation and
leve	el of authority likelystay consistent?
	a. Level transfer
	b. Upwards transfer
	c. Sideways promotion
	d. Lateral transfer

39. Under this method of recruitment, a notice is placed on the notice board of the organisation

containing the details of the jobs available. (a) Casual callers (b) Labour contractors (c) Recommendations of employees (d) None of the above 40. Which of the following is not an area of responsibility for a logistics manager? A. warehousing B. inventory C. information systems D. marketing 41. To reduce inventory management costs, many companies use a system called....., which involves carrying only small inventories of parts or merchandise, often only enough for a few days of operation. A. limited inventory logistics B. supply chain management C. reduction-inventory management D. just-in-time logistics 42. ulie Newmar recognizes that her company needs to providebetter customer service and trim distribution costs through teamwork, both inside the company and among all marketing channel organizations. Julie will begin the practice of......... A. customer relationship management B. horizontal marketing system management C. supply chain management

43. Early theories concentrate on what motivates individuals in their work. They include:

D. integrated logistics management

A. Maslow's hierarchy of needs
B. Herzberg's hygiene and motivator factors
C. Both A&B
D. All of the above
44. Smart companies coordinate their logistics strategies andforge strong
The Sinarceompanies coordinate their logistics strategies undronge strong
partnership with suppliers and customers to improve customer service and reduce
channel cost through
A. cross-company teams
B. partnering
C. segregated departmentalization D. cross –functional,cross-company teams
45. Demotivated Employee –
A. takes responsibility and shows a commitment toachieving company targets
and goals, as well as interest and concern for the business.
B. has poor timekeeping, high levels of absenteeismand avoids responsibility
C. Both A&B
D. None
46. Which of the following transportation modes is used for digital products?
A. ship
B. rail
C. air
D. the internet 47. Companies manage their supply chains through
A. skilled operators
B. information

C. transportation modes

D.	the internet
48.	Supply chain is also referred as
A.	supply force
	chain of manufacturing centre logistic network
D.	warehouse network
49.	Integration of business economics and strategic planninghas given rise to
a ne	ew area of study called
A.	micro economics
В.	corporate economics
C.	macro economics
D.	managerial economics
	Assertion(A): The intent of division of work is to produce more and better work for the same effort. cialisation is the most efficient way to use eminent human effort.
be p	son (R): The principle of management highlighted here is "Division of work". In business ,work can erformed more efficiently if it is divided into special tasks; each performed by a specialist or trained loyee. This results in efficient and effective output.
Opti	ons :
a. Bo	oth Assertion (A) and Reason (R) are true and Reason R is the correct explanation of Assertion A.
b. Bo	oth Assertion (A) and Reason (R) are true but Reason R is not the correct explanation of Assertion A
c. As	ssertion (A) is true and Reason(R) is false.
d. As	ssertion (A) is false and Reason(R) is true.
.51	."3PL" involves using a supplier to provide
ser	vices.
	marketing design

C. logistics

D.	contract manufacturing
52.	is the design of seamless value-added processesacross
org	anization boundaries to meet the real needs of the endcustomer.
A.	operations
В.	supply chain management
c.	process engineering
53.	value charting Julie Newmar recognizes that her company needs to provide better customer service and
trin	n distribution coststhrough teamwork, both inside
the	company and among all marketing channel organizations. Julie will begin the practice of
A.	customer relationship management
В.	horizontal marketing system management
C.	supply chain management
D.	integrated logistics management
54.	The fundamental objective of supply chain managementis
A.	supply goods
В.	create goods
	add value identify supplier
55.	analysis relates to what processes, activities, anddecisions
act	ually create costs in your supply chain.
A.	cost driver
В.	value proposition
C.	cost reduction

D. target costing

56. Rolex watches can only be found in a limited number ofintermediaries.
This is an example of
A. high-end distribution B. intensive distribution
C. quality distribution
D. exclusive distribution
57.A supply chain is made up of a series of processes thatinvolve an input, a
, and an output.
A. shipment
B. supplier
C. customer
D. transformation
58. It is argued that individuals are motivated differently, and the strength of theirmotivation depends on a variety of factors, such as:
A. Needs, personality
B. Perceptions about whether more effort will result in achieving goals
C. Rewards and expectations about whether the rewards for achieving thegoals wil
actually meet the individual's needs.
D. All of the above
59. Smart companies coordinate their logistics strategies andforge strong
partnership with suppliers and customers to improve customer service and reduce channel cost through
A. cross-company teams
B. partnering

C. segregated departmentalization

D. cross –functional,cross-company teams 60. TATA Electronics, a company has 2000 employees. Rupawas appointed by
the Managing Director as she is his daughter. Priyam, anengineer, was selected by the
company directly from his college to work on the shopfloor.
(i) What was the source of Recruitment used whileAppointing Rupa?
(a) Advertisement
(b) Campus recruitment
(c) Promotion
(d) Recommendation by employees
(ii) What was the source of Recruitment used whileappointing Priyam?
(a) Advertisement
(b) Campus recruitment
(c) Promotion
(d) Recommendation by employees
(iii) What type of training should be provided to Rupa?
(a) Job training
(b) Refresher training
(c) Promotional Training
(d) Remedial Training [1]
(iV) What method of training should be used to providetraining to Priyam?
(a) On the job training
(b) Vestibule training

(c) Internship training

(d) Classroom training

61. Read the following text and answer the following questions on the basis of the same:

After completing her Bachelors in Fashion Designing from a well-known college in France, Aditi has opened a boutique in a posh market in Kolkata. She has divided the work in smaller units and each employee is well trained to perform his/her task efficiently. The sales persons are allowed to close a deal with a buyer by giving a maximum of 5 percent discount, whereas the decision to give any further discount rests with Aditi as the final authority. In the earlier period of her business venture, employees were asked to put in extra hours of work.

In return she had promised to give them a special incentive within a year. Therefore, when the business was doing well, she honoured her commitment by giving bonus to her employees. She also instructed her employees that communication from top to bottom should follow the official lines of command. However, she tends to be more biased towards her female employees, when it comes to solve the conflicts among employees.

(i)Aditi has divided the work in smaller units and each employee is well trained to perform his/ her task efficiently. Which principle of management is being followed here?

Options:

- a. Centralization and Decentralization
- b. Division of work
- c. Discipline
- d. Order
- (ii) "The sales persons are allowed to close a deal with a buyer by giving a maximum of 5 percent discount, whereas the decision to give any further discount rests with Aditi as the final authority." Identify the principle of management being followed here:

Options:

- a. Centralization and Decentralisation
- b. Authority and Responsibility
- c. Unity of Command
- d. Unity of Direction
- (iii) "Therefore, when the business was doing well, she honoured her commitment by giving bonus to her employees." Which principle of management is being highlighted here?

Options:

a. Discipline		
b. Order		
c. Remuneration to Employees		
d. Unity of Direction		
iv) Aditi tends to be more biased towards her female employees, when it comes to solve the conflicts among employees. Which principle is being violated here?		
Options:		
a. Discipline		
b. Order		
c. Equity		
d. None of these Answer:		
62. Mriganka Pvt Ltd. is a publishing company. Its book on the subject Business Studies for Class 12 is		
in great demand. As a result, the base level employees are always racing against timeand have to work		
overtime and on holidays to cater to the		
ever increasing demand. Managers in the marketing department are under stress as they have to		
handle dealerspan India. The work stress has led to dissatisfaction		
among the employees and managers.		
(i) Name the step of staffing process that has not beenperformed properly.		
(a) Manpower Estimation		
(b) Selection		
(c) Recruitment		
(d) Training[1]		
(ii) Which of the following is not a characteristic of staffmorale?		
(a) It is a by product of group relationships.		
(b) It may be financial or non financial.		
(c) It is contagious.		

(d)	It is dynamic in nature.[1]
(iii)	Employees of this publishing company are in which stateof morale productivity matrix?
(a)	High morale, low productivity
(b)	High morale, high productivity
(c)	Low morale, low productivity
(d)	Low morale, high productivity[1]
(iv)	Which type of need of the base level employees is beingsatisfied?
(a)	Safety
(b)	Self esteem
(c)	Esteem of others
(d)	Self actualisation
63.	Ram and Shyam Company has two units. The first one headed by Ram manufactures paper
bag	s and the second oneheaded by Shyam manufactures hand-painted designer envelopes. There is
trar	sparency in their wage payment.
(i)	Which method of wage payment should be used by Ram?
(a)	Time Rate system
(b)	Piece rate system
(c)	Cash
(d)	None of the above[1]
(ii)	Which method of wage payment should be used byShyam?
(a)	Time Rate system
(b)	Piece rate system
(c)	Cash
(d)	None of the above[1]

(iii)	Identify one advantage of time rate system of wagepayment	
(a)	Determination of labour cost.	
(b)	Employee Development.	
(c)	Increased Supervision.	
(d)	Higher quality of work.[1]	
(iv)	Identify one advantage of piece rate system of wagepayment:	
(a)	Optimum use of resources.	
(b)	Labour cost control per unit.	
(c)	Acceptance by Trade Unions.	
(d)	Sense of security among workers.	
64.	i)is the name given to a philosophy and setof methods and techniques	
tha	at stressed the scientific studyand organisation of work at the operational level.	
a.	Scientific Management	
b.	Human Relations Model	
c.	Two factor theory	
d.	Achievement motivation theory	
ii)	Which of the following is a need that motivates humanbehaviour as per the achievement	
motivation theory?		
a.	Power	
b.	Affiliation	
c.	Achievement	
d.	All of the above	
iii)	Which of the following options is a factor which the equitytheory is not clear about?	
a.	How does a person choose the comparison other?	
h	Carefully explaining to the employees what their roles are	

c. Making sure the rewards dispersed are valued by theemployees

d. None of the above		
iv) What are the alternate names used for the expectancymodel?		
a. Instrumentality theory		
b. Path - goal theory		
c. Valence - instrumentality - expectancy theory		
d. All of the above		
65. Dhanlakshmi Bank put up an advertisement in thenewspaper for the post of		
security guards for their office which holds valuableinformation as well as		
equipment. They received 200 applications and theappointment needs to be done		
as soon as possible.		
(i) Which source of recruitment was used by the agency?		
(a) Internal source		
(b) External source		
(c) Internet		
(d) None of the above.[1]		
(ii) Which is the most important selection procedure step that cannot be missed in this		
case?		
(a) Application blank		
(b) Selection test (c) Group discussion		
(d) Reference check[1]		
(iii) Which of the following will help the organisation shortlistfrom the 200 applicants for the next round?		
(a) Preliminary Screening		

(b) Medical Examination

- (c) Selection test
- (d) Reference check
- (iv) Which of the following is not a feature of recruitment?
- (a) It is a linking activity.
- (b) It is a pervasive function.
- (c) It is a one way function.
- (d) It is a positive function.