

CLASS XII
SUBJECT: BUSINESS STUDIES-II
(For MR/DA Students)
(COMMERCE AND HUMANITIES GROUP)

Time : 3 Hrs

Maximum Marks : 80

Note : 1. All the questions are compulsory.

2. There are total 18 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 15 sub-parts { (i) to (xv) } as Multiple Choice Questions or True/False Statements and each sub-part carry two marks.

5. Section B: It has Question 2 to 11, each carrying three marks. Answer each question in 5-10 lines.

6. Section C: It has Question 12 to 18, each carrying five marks. Attempt any four questions out of seven questions. Answer each question in 15-20 lines.

Sections - A

Q. 1 All parts are compulsory. Each question carries two marks: **(15x2=30marks)**

Write True or False

- i. Management is a multi-dimensional process. (True or False)
- ii. Divisional structure lacks flexibility. (True or False)
- iii. Motivation reduces the need for supervision and control. (True or False)
- iv. Capital market is also known as new issue market. (True or False)
- v. Business environment is dynamic by nature. (True or False)
- vi. The concept of co-operation is wider than that of co-ordination. (True or False)
- vii. Marketing and selling are same concepts. (True or False)
- viii. Consumer protection can be better ensured with consumer self-help. (True or False)

Multiple choice questions

ix. The essence of control is:

- | | |
|--------------|-----------------|
| (a) Action | (b) Activity |
| (c) Planning | (d) Performance |

x. Which of the following is not a part of the process of staffing?

- | | |
|------------------------------|----------------------------|
| (a) Training and development | (b) Promotion and transfer |
| (c) Retention | (d) Co-ordination |

xi. Which of the following is a feature of planning?

- | | |
|----------------------|--------------------------|
| (a) Continuous | (b) Intellectual process |
| (c) Both (a) and (b) | (d) None of these. |

xii. Who is known as father of scientific management?

- (a) F. W. Taylor
- (c) Henry Fayol

- (b) G. R. Terry
- (d) Henry Gantt

xiii. Directing is essential for:

- (a) Business organisations
- (b) Private organisations
- (c) Neither (a) nor (b)
- (d) Both (a) and (b)

xiv. Which of the following is a limitation of financial planning?

- (a) Dynamic Changes
- (b) Lack of flexibility
- (c) Difficulty in forecasting
- (d) All of these

xv. Which one of the following is not an element of marketing mix?

- (a) Product
- (b) Physical distribution
- (c) Production process
- (d) Product pricing

Sections - B

All Questions are compulsory from question no. 2 to question no. 11, carry three marks each.

2. Explain the three levels of Management.
3. Explain the term 'Span of Control'.
4. What do you mean by divisional structure of organisation?
5. Explain any three essential features of a good plan.
6. Discuss any three principles of management as given by Henry Fayol.
7. What are the internal sources of recruitment?
8. Discuss in brief the importance of supervision?
9. What do you mean by marketing mix?
10. What do you mean by working capital?
11. Write any three features of co-ordination.

Sections - C

Do any Four questions out of seven questions. Each question carry five marks

12. Write a note on demonetisation in India.
13. Write any five important features of communication.
14. Briefly explain the need for training.
15. Describe the five functions of stock exchange.
16. Discuss any five factors affecting fixed capital requirements.
17. Discuss any five outdoor media of advertising.
18. Highlight the role of consumer organisations in consumer protection.