

**COMMERCE : CLASS-XII****BUSINESS STUDIES**

Time Allowed : 180 Minutes

Maximum Marks : 80

**General Instructions :**

1. This question paper contains 34 questions.
2. Marks are indicated against each question.
3. Answers should be brief and to the point.
4. Answers to the questions carrying 3 marks may be from 50 to 75 words.
5. Answers to the questions carrying 4 marks may be about 150 words.
6. Answers to the questions carrying 6 marks may be about 200 words.
7. Attempt all parts of the questions together.

Name of the Candidate (in Capitals) \_\_\_\_\_

Form Number : in figures \_\_\_\_\_

: in words \_\_\_\_\_

Centre of Examination (in Capitals) : \_\_\_\_\_

Candidate's Signature : \_\_\_\_\_ Invigilator's Signature \_\_\_\_\_

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1. Anne is involved in manufacturing dark chocolates. She adopted environmental friendly methods of production. Which management objective is achieved here? **1M**  
 (A) Individual (B) Organisational (C) Social (D) economic
2. Functional foremanship is an extension of **1M**  
 (A) Division of work (B) Discipline  
 (C) Subordination of individual interest (D) Espirit de corps
3. After implementation of plan, planning ends. True/false **1M**
4. Which of the following is a policy matter? **1M**  
 (A) Delegation (B) Decentralisation  
 (C) Formal organisation (D) Informal organisation
5. KFC does not give its franchise to any other company, which is running a food business. This is related to which type of plan? **1M**  
 (A) Policy (B) Procedure (C) Rules (D) All of the above
6. "It is used for inter-bank transactions. It is short-term finance repayable on demand with a maturity period of one day to fifteen days". Name the instrument. **1M**  
 (A) Call money (B) Commercial papers  
 (C) Treasury bill (D) None of the above
7. SEBI recently called for information and issued a show cause notice to NSE and its 14 officials seeking explanation on the Preferential Access allegations at the Exchange's Co-location facility. State the related function of SEBI in the given case. **1M**  
 (A) Regulatory Function (B) Development Functions  
 (C) Protective Functions (D) All of the above
8. "To promote orderly and healthy growth of securities market and protection of investors, SEBI was set up". Identify the objective of SEBI in the given statement. **1M**  
 (A) Protection to the investors (B) Prevention of malpractices  
 (C) Fair and proper functioning (D) All of the above
9. Salman Khan is the CEO of F&Y corporations. She wants to finance capital with the cheapest source. Suggest her the source of finance to choose. **1M**  
 (A) debenture (B) equity share capital  
 (C) preference share (D) retained earning
10. Identify the incorrect statement : **1M**  
 (A) Consumer protection has a moral justification for business.  
 (B) In addition to rights, a consumer also has some responsibilities.  
 (C) A complaint can only be made to a District Forum when the value of the goods or services in question, along with the compensation claimed, exceeds 20 lakhs.  
 (D) The Consumer Protection Act provides for six consumer rights.
11. A decision to acquire a new and modern plant to upgrade an old one is a : **1M**  
 (A) financing decision (B) working capital decision  
 (C) investment decision (D) None of the above

12. Which of the following states need of the consumer protection? **1M**  
 (A) Widespread exploitation of consumers  
 (B) Unorganized consumers  
 (C) Social responsibility  
 (D) All of the above
13. .... is the only element of marketing mix, which generate revenue. **1M**  
 (A) Product (B) Price (C) Place (D) Promotion
14. Which of the following element of marketing mix cover customer support services? **1M**  
 (A) Product (B) Price (C) Place (D) Promotion
15. "Prohibition of fraudulent and unfair trade practices like making misleading statements, manipulations, price rigging etc." State the related function of SEBI in the given case. **1M**  
 (A) Regulatory Function (B) Development Functions  
 (C) Protective Functions (D) All of the above
16. Aman gupta decides to invest Rs. 2,00,000 in plants and machinery. Name the decision made by Aman gupta. **1M**  
 (A) management of working capital (B) Budgets  
 (C) capital budgeting (D) financing
17. **Statement I :** The consumer has a right to seek redressal.  
**Statement II:** The consumer has a right to be protected against goods and services which are hazardous to life and health  
 Choose the correct option from the options given below: **1M**  
 (A) Statement I is true and II is false (B) Statement II is true and I is false  
 (C) Both the statements are true (D) Both the statements are false
18. Match the concept in column I with the respective concept in column II **1M**
- | Column A                            | Column B                    |
|-------------------------------------|-----------------------------|
| (A) Implementing a plan             | (I) Middle level management |
| (B) Formulating policies            | (II) lower level management |
| (C) Interpret plans and set actions | (III) Top level management  |
- (A) (II), (III), (I) (B) (I), (III), (II) (C) (I), (III), (II) (D) none of the above
19. "These agencies are run by government and help to match personnel demand and supply by serving as link between job seekers and employers." Name the source of the recruitment. **1M**  
 (A) Promotion (B) Direct recruitment  
 (C) Campus recruitment (D) Employment exchange

20.



Identify the characteristic of the management in the given diagram in which together everyone achieves more as a team. **1M**

- (A) Management is a continuous process (B) Management is a dynamic activity  
 (C) Management is all pervasive (D) Management is a group activity

21. Explain the objectives of Financial Planning. **3M**
- Or**
- What is meant by 'Financial Management'? State the primary objective of Financial Management.
22. State the three components of physical distribution? **3M**
- Or**
- Singapore Airlines announced discounted fares, starting as low as ₹ 1,099 for domestic destinations operated by its Indian Joint of employees whereas some other are Venture carrier and ₹ 2,099 for international flights operated by other group airlines under a limited period offer. (A) Identify the medium of communication which can be used by the firm to inform a large number of people about the new fares. (B) Also, state any two merits of the communication tool, apart from the one discussed above.
23. What is meant by a 'consumer' as per the provisions of Consumer Protection Act, 2019? **3M**
24. "A leader who has only good physical feature and required knowledge and competence cannot inspire others." In the light of this statement explain three qualities of a good leader. **3M**
25. The Government of India has recently come up with an amendment to Section 6 of the "Payment of Wages Act, 1936" to allow employers of certain industries to make payment through various electronics modes of payments. The amendment will be applicable to all the public sector undertakings for wages disbursement using e-payment options. This is another milestone in the direction to further push to cashless economy. Identify and explain any two dimensions of business environment which relate to the above mentioned case. **4M**
- Or**
- It is heartening that the implementation of compliance requirements of the "Companies Act, 2013" has progressed substantially with NIFTY 500 companies. Data shows a significant increase in women's participation in the top management of Indian Companies from 5% few years ago to 13% now. Even companies which are not in NIFTY 500 have undertaken drives to increase women's participation across different areas of work. The government had also announced that it would support such companies. Identify and explain the dimensions of business environment discussed above which brought about the change.
26. "Some learning opportunities are designed and delivered to improve skills and abilities designed to help in the growth of the individuals in all respects." Identify and explain the concept to which this statement relate. **4M**
- Or**
- Human Resource Management includes many specialized activities and duties which the human resource personnel must perform. In the light of this statement, explain any two such duties performed by Human Resource Manager.
27. State any four methods of floatation of new issues in the primary market. **4M**
28. It is deciding in advance what to do and how to do. It is one of the basic managerial functions. Identify this function. Explain the features of this function. **4M**
29. How would you argue that the success of a business enterprise is significantly influenced by its environment? **4M**

- 30.** Mention the impacts of government policy changes on Business and Industry. **4M**
- 31.** Which function of management helps in obtaining right people and putting them on the right jobs? Also state the significance of this function by given 5 points. **6M**
- Or**
- “Internal sources of recruitment are more economical for an organisation but it has some drawbacks too”. With reference to this statement, discuss recruitment and its drawbacks.
- 32.** Explain any four points of difference between marketing and selling. **6M**
- 33.** Describe the nature of principles of management. **6M**
- Or**
- Explain the following principles of general management,
1. Discipline
  2. Cooperation not individualism
- 34.** “Communication is transfer of information from the sender to the receiver with the information being understood by the receiver”. In the light of this statement explain various elements of communication. **6M**