

	CLASS XII BUSINESS STUDIES SAMPLE QUESTION PAPER 2020-21 MM – 80 TIME: 3 HOURS	
	General instructions: 1 This question paper contains 34 questions. 2. Marks are indicated against each question. 3. Answer 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.	
1.	----- is the process of dividing work into manageable activities and then grouping the activities which are similar in nature. A. Coordination B. Departmentalisation C. Organisation Structure D. Delegation of authority	1
2.	Even Though the political conditions vary from country to country, they impact the sentiment of an investor in the business, if the instability of the political conditions cause uncertainty and make it difficult for him to predict the future. Which feature of the Business environment is being highlighted in the above statement? A. Specific and general forces B. Dynamic nature C. Relativity D. All the above.	1

	C. Extent of competition in the market D. product cost	
19.	‘Yamuna Ki Bhujia’ has developed a strong distribution network in India and abroad by setting up retail outlets and reaching out to the customer through internet selling. Identify the decision related to the element of marketing mix being discussed above. A. Storing and assorting products in order to create time utility B. Regarding the channels or using intermediaries C. Both a & b D. One regarding branding, packaging and labelling	1
20.	On the advice of VIGYAPAN PVT.LTD, ‘Yamuna Ki Bhujia’ has also worked upon managing public opinion by developing relation with the masses through sponsoring cultural and sporting events, maintenance of public parks etc. Name the department in the organisation which is generally responsible for performing the above important task of managing public opinion. A. Marketing Department B. A separate department created in the firm for the purpose C. An outside agency D. Any of the above.	1
21.	Identify the level of management whose basic task is to integrate diverse elements and coordinate the activities of different departments according to the overall objectives of the organisation. State any two functions of the level of management identified.	3
22.	Explain ‘Internship training’ and ‘vestibule training’ and classify them as on-the-job and off-the-job methods of training.	3

23.	“Controlling is an indispensable function of management. Without controlling the best of plans can go awry “. Do you agree? Explain any two reasons in support of your answer. OR “It is generally believed that measurement of performance should be done after the task is completed.” Identify and explain the step in the process of the function of management being discussed above and the step followed by the same in the process.	3
24.	State the development functions of the Securities Exchange Board of India. OR State any three money market instruments.	3
25.	‘In an interview with a leading news channel, Mr. Rakesh Kwatra, CEO of ‘Get My Job’ has suggested that the Companies which want more and more people to apply for jobs in their organisation should make the process for applying for jobs easier and candidate friendly.’ Name and explain the next two steps which follow the step, in the process of the function of management being discussed above.	4
26.	Pramod is a supervisor at ‘Shyam Breads and Biscuits Factory’. The factory produces 20,000 packets of bread and biscuits every day. As a supervisor Promod ensures that work goes on smoothly and there is no interruption in production. He is a good leader who gives orders only after consulting his subordinates, working out the policies with the acceptance of the group. Identify and explain the leadership style being adopted by Pramod	4
27	Briefly explain the positive and negative aspects of the type of communication which arises out of the need of employees to exchange their views. OR Identify and explain the elements of directing mentioned below A. Astha, a manager, has the ability to influence others to bring about a change in their behaviour. B. Neeraj, a managing director, declares share in the profits to the manager for their contribution to increase profits of the company.	4

28.	Explain any four factors that can affect the working capital requirement of a company. OR Explain any four factors that affect the choice of capital structure of a company.	4
29.	Dheeraj wants to start a business of selling N-95 masks after the outbreak of the global pandemic of COVID-19. Due to the uncertain market conditions he wants to make a low investment in fixed capital. Suggest how the decisions related to the choice of technique and financing alternatives can help Dheeraj in ensuring a low investment in fixed capital requirements.	4
30.	Explain the following rights of consumers provided by Consumer Protection Act, 1986:- (a) Right to Safety (b) Right to Consumer Education	4
31.	Explain 'Science, not rule of thumb', 'Harmony, not discord', and 'Development of each and every person to his or her greatest efficiency and prosperity' as principles of Scientific Management given by F.W.Taylor.	6
32.	“Planning is worth the huge costs involved?” Do you agree? Explain any four reasons in support of your answer. OR “If the project is important then more alternatives should be generated and thoroughly discussed amongst the members of the organisation.” Identify and explain the step in the process of planning being discussed above. Also explain the remaining steps which will have to be carried out to complete the process.	6
33.	An important difference between S&M Ltd and most other companies is that instead of operating as one large corporation it operates as 180 smaller companies each focused on a specific product and area, implying selective dispersal of authority, recognising the decision makers need for autonomy, as decision making authority is pushed down the chain of command. It enables the company to maintain short lines of communication with customers and employees, and accelerate the development of talent. Identify the philosophy that is being followed by S&M Ltd. through which it is dividing the decision-	6

	making responsibilities among the hierarchical levels. State any five points of importance of the philosophy identified.	
34.	'Advertising' and 'Personal selling' both are communication tools used by the marketers to promote their products. Yet they differ in their approach. Differentiate between the two by giving any six points. OR "The elements of marketing mix are popularly known as 4 P's of marketing." Briefly explain these elements.	6