

BEST STUDY TECHNIQUES (B.S.T) By KESHAV AGARWAL

XII BUSINESS STUDIES BOOK-1 TEST

TIME: 90 MINUTES

M.M.: 60

1. Kushal Ltd. is a leading automobile company in which the various departments are setting up their own objectives without paying any interest to the organisational objectives.
Which aspect of management the company is lacking? 1
2. Why is motivation called a complex process? 1
3. It is the system of job position, the roles assigned to them and the authority-responsibility among the various positions. Identify it. 1
4. An organisation provides security services. It requires such candidates who are reliable and don't leak out the secrets of their clients. What test in selection process will help to do so ? 1
5. "The understanding of business environment helps the managers to identify threats." What is meant by threats here? 1
6. In which principle Taylor emphasises on equal distribution of work and responsibility. 1
7. Following a pre-decided plan, when circumstances have changed, may not turn out to be in the organisation's interest. Which limitation of planning is indicated here? 1
8. It is through this process that a manager ensures the orderly arrangement of individual and group efforts to ensure unity of action in the realisation of common objectives. Identify the process. 1
9. What determines the number of levels of management in the organisation structure? 1
10. Are principles of management absolute ? Give reason. 1
11. 'Increased awareness for health care has increased the demand for fat free oils'. Which feature of business environment is highlighted by this point? 1
12. How does management increase efficiency ? 1
13. Under this step of planning managerial function come into picture and involves organising for labour and purchase of machinery. 1
14. How does staffing ensure the continuous survival and growth of the enterprise ? 1
15. It is a systematised body of knowledge that explains certain general truths or the operation of general laws. Identify. 1
16. They are general rules for behaviour of individuals in society. Identify. 1
17. What is the key feature of divisional structure? 1
18. What is the main objective of any organisation ? 1
19. In which dimension of business environment non-discriminatory employment practices would come ? 1
20. Define policy as a plan. 1
21. How does the concept of 'authority' arise? 1
22. Mc Donalds a major fast food giant made major changes in its menu to be able to survive in the Indian market. Which characteristic of management is highlighted here ? 1
23. One of the steps in organizing process explains that jobs are allocated to the members of each departments in accordance with their skills and competencies. For this, plans need to be made regarding decision making. Name the step in the organizing process involved above. 1
24. What is the essential objective of Recruitment ? 1
25. How does directing help to reduce resistance? 1

26. A company is manufacturing paper plates and bowls. It produces 100000 plates and bowls each day. Due to local festival, it got an urgent order of extra 50,000 plates bowls. Advise which method of recruitment would you suggest. 1
27. Which principle of management control suggests that the routine problems should be left to the subordinates? 1
28. Rakesh is working under his superior Neeraj. He always communicates useful ideas and suggestions to his superior regarding reduction of cost, improvement in the product, etc. Neeraj implements his suggestions and has always found favorable results, but he never appreciates Rakesh for his suggestions. Now Rakesh decided not to communicate any suggestion or idea to Neeraj. Identify the factor which acts as a communication-barrier. 1
29. Which importance of controlling helps to minimise dishonest behaviour on the part of the employees by keeping a close check on their activities ? 1
30. In this network of informal communication, one person passes information to everyone else on non-selective basis. 1
31. What role does unsatisfied need of an individual play in the motivation process? 1
32. National Vritech Ltd. has grown in size. It was a market leader but with changes in business environment and with the entry of MNCs its market share is declining. To cope up with the situation CEO starts delegating some of his authority to the General Manager, who also felt himself overburdened and with the approval of CEO disperses some of his authority to various levels throughout the organisation. Identify the concept of management discussed above. 1
33. Define 'Communication'. 1
34. What is important while analysing deviations in controlling? 1
35. Give any two characteristics of 'Organisational Climate' that influence the behavior of individuals and act as a non-financial incentive. 2
36. What is the difference between principle and technique ? 2
37. Define Standardisation and Simplification. 2
38. Which two steps in the process of control are concerned with compelling events to conform to plan? 2
39. Which two factors are included in Technological Environment? 2
40. Vrinda Ltd. grows, so it needs to add more employees, create new departments and introduce new levels of management. Identify and state the type of organisation structure that should be followed by the company. 2
41. Which two principles of Fayol help in improving coordination ? 2
42. The manager of M/s Status Industries is overburdened with routine work and is unable to concentrate on core issues of the company. To overcome this problem, he entrusted some of his responsibility and authority to his immediate subordinate to share some of his routine work.
- (i) Which concept / process is used by the manager? 2
- (ii) It is an extension to one of the principles of management. Name the principle. 2
43. One is Job oriented whereas other is career oriented ? Identify and define the two terms. 3
44. Lately many companies have planned for significant investment inorganised retailing in India. Several factors have prompted their decisions in this regard.
- Customer income is rising. People have developed a taste for better quality products even though they may have to pay more. The aspiration levels have increased. The government has also liberalised its economic policies in this regard and permitted even cent percent foreign direct investment in some sectors of retailing.
- Identify changes in business environment under different heads — economic, social, technological, political and legal that have facilitated the companies' decisions to plan significant investments in organised retailing. 3
45. Organisations are made up of people who have different personalities, backgrounds, experiences and objectives. They all become part of the organisation to satisfy their diverse needs. These vary from competitive salaries and perks to peer recognition to personal growth and development. Identify the various types of needs highlighted here and the characteristic of management highlighted here. 4