

BUSINESS STUDIES

Maximum Marks: 80

Time Allowed: Three hours

(Candidates are allowed additional 15 minutes for only reading the paper.

They must NOT start writing during this time.)

Answer all questions in Section A, Section B and Section C.

Section A consists of objective / very short answer questions.

Section B consists of short answer questions.

Section C consists of long answer questions.

The intended marks for questions or parts of questions are given in brackets [].

SECTION A – 16 MARKS

Question 1

- (i) According to Maslow, one of the human needs deals with the realisation of one's own potential. Name this human need. [1]
- (ii) Which barrier of communication can be overcome by using words familiar to the receiver? [1]
- (iii) A report may have an attachment containing statistical data, tables, graphs, etc. What is this attachment known as? [1]
- (iv) Which part of management is concerned with the employees and their interrelationship within the organisation? [1]
- (v) Expand FSSAI. [1]
- (vi) _____ involves planning the requirement for staff in near future by the organisation. [1]
- (vii) _____ means permanent termination of an employee's services by an organisation due to economic reasons. [1]
- (viii) The _____ style of leadership reduces resistance to change and increases acceptance of new ideas. [1]
- (ix) _____ provides life insurance cover to the employees under a single insurance policy. [1]

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Turn over

- (x) A promotion policy which considers only select few employees as potential candidates for promotion is called a / an _____ Policy. [1]
- (a) Open
 - (b) Closed
 - (c) Confidential
 - (d) Secured
- (xi) Which of the following cannot be completely outsourced by an organisation? [1]
- (a) Recruitment of clerical staff
 - (b) Tabulation of wages
 - (c) Training of data entry personnel
 - (d) Promotion of employees
- (xii) With reference to the types of Business Communication, identify the odd one out. [1]
- (a) Formal Communication
 - (b) Internal Communication
 - (c) Diagonal Communication
 - (d) Oral Communication
- (xiii) State whether the following are True or False.
- (a) Staff Selection is a negative process. [1]
 - (b) Public deposits are deposits made by the public in nationalised banks. [1]
 - (c) Under special circumstances, low morale of employees may lead to high productivity. [1]
 - (d) Globalisation has increased competition among companies. [1]

SECTION B – 32 MARKS

Question 2 [4]

- (i) State *any four* differences between Job Enlargement and Job Enrichment.

OR

- (ii) Give *any four* differences between Autocratic style of leadership and Democratic style of leadership.

Question 3

[4]

Explain the relevance of the following in a selection procedure:

- (a) Preliminary Screening
- (b) Final Interview

Question 4

[4]

Briefly explain *any two* methods of Off the Job Training.

Question 5

[4]

- (i) Briefly explain the *two* factors as given by Herzberg, that affect satisfaction and dissatisfaction of employees.

OR

- (ii) In the recent past, new trends have emerged at workplaces. With reference to this statement, explain *any two* emerging trends in human resources.

Question 6

- (i) State *any two* objectives of Performance Appraisal. [2]
- (ii) What is meant by *merit grading* method of Performance Appraisal? [2]

Question 7

[4]

Define the following business entities:

- (i) Sole Proprietorship
- (ii) Partnership

Question 8

[4]

State *any four* points highlighting the importance of e-business *to the buyers*.

Question 9**[4]**

Briefly explain *any two* business regulators.

SECTION C – 32 MARKS**Question 10****[8]**

Elucidate *any four* methods of External Recruitment.

Question 11

- (i) (a) Explain *piece rate system* of wage payment. [2]
(b) State *any three* merits and *any three* demerits of the Piece Rate System. [6]

OR

- (ii) (a) Define *promotion*. [2]
(b) State *any three* advantages and *any three* disadvantages of Merit based Promotion. [6]

Question 12**[8]**

You are employed as the Head of the Department of Mathematics in a school. You have decided to quit the job to pursue higher studies. Draft a Resignation Letter addressed to the Principal of the school.

Question 13

Read the passage given below and answer the questions that follow.

ABC Ltd. is a hardware manufacturing company listed on National Stock Exchange. The company operates only in Delhi-NCR. The management plans to expand their area of operation across the country. They require funds for their expansion plans.

Briefly explain each source of finance given below.

State whether these sources can be used by ABC Ltd. or not for raising funds. Give a reason to support your answer.

- (i) Angel Investors [2]
(ii) Factoring [2]
(iii) Global Depository Receipts [2]
(iv) Loans from Financial Institutions [2]