

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) Name the leadership style that enables quick decision making. [1]
- (ii) Sneha works in a private company and has to report to office. According to the company's policy, she is allowed to report to office as per her convenience. However, she needs to complete a set number of hours in office per week. Identify the emerging trend in Human Resources as exhibited in the above situation. [1]
- (iii) Which method of Performance Appraisal reduces the bias on the part of raters so that ratings are not concentrated in a particular area on the rating scale? [1]
- (iv) Give the expanded form of SMTs. [1]
- (v) Human Resource Management is _____ in nature as it involves the application of knowledge from Sociology, Anthropology, Psychology, Economics etc. [1]
- (vi) As per the Companies Act, a Public Limited Company should have a minimum number of _____ shareholders. [1]
- (vii) _____ refers to commercial transactions done via internet wherein goods or services are delivered in an electronic or a tangible form. [1]
- (viii) _____ is the cheapest and fastest means of electronically transmitting written messages which can also be used as legal evidence. [1]

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Turn over

- (ix) Which one of the following is **NOT** a part of Job Specification? [1]
- (a) Job Title
 - (b) Job Experience
 - (c) Physical Appearance
 - (d) Communication Skills
- (x) The Security Guard of ABC Limited submits a report to the authorities on an incident of theft in the premises of the organisation. This report is an example of: [1]
- (a) Interpretative, Private, Statutory and Periodic Report.
 - (b) Informational, Public, Statutory and Periodic Report.
 - (c) Informational, Private, Non-Statutory and Special Report.
 - (d) Interpretative, Public, Non-Statutory, and Periodic Report.
- (xi) Which one of the following types of transfers is done to stabilise employment when a particular department / branch of an organisation is understaffed? [1]
- (a) Production Transfer
 - (b) Remedial Transfer
 - (c) Versatility Transfer
 - (d) Replacement Transfer
- (xii) **Assertion:** Piece Rate system of wage payment is suitable when the work is repetitive in nature and the output can be measured. [1]
Reason: Piece Rate system can cause insecurity among the workers as minimum wage is not guaranteed.
- (a) Both Assertion and Reason are true, and Reason is the correct explanation for Assertion.
 - (b) Both Assertion and Reason are true, but Reason is not the correct explanation for Assertion.
 - (c) Assertion is true and Reason is false.
 - (d) Both Assertion and Reason are false.

(xiii) State whether the following are **True** or **False**.

- (a) The first step in the procedure for dismissal of an employee is to seek an explanation from the employee on their conduct. [1]
- (b) SEBI regulates the securities market in India. [1]
- (c) Refresher training is a type of training where the existing employees are trained in the latest methods and techniques of doing their work. [1]
- (d) Globalisation has increased employment opportunities all over the world. [1]

SECTION B – 32 MARKS

Question 2

- (i) Cost of training is a major hindrance to a good training programme. State *any two* hindrances to Training other than the cost. [2]
- (ii) Briefly explain *any two* benefits of a training programme to the employer. [2]

OR

- (i) Discuss the following staff benefits:
 - (a) Group Insurance [2]
 - (b) Gratuity [2]

Question 3

- (i) Give *any two* differences between Performance Appraisal and Potential Appraisal. [2]
- (ii) Explain the concept of *situational leadership*. [2]

Question 4

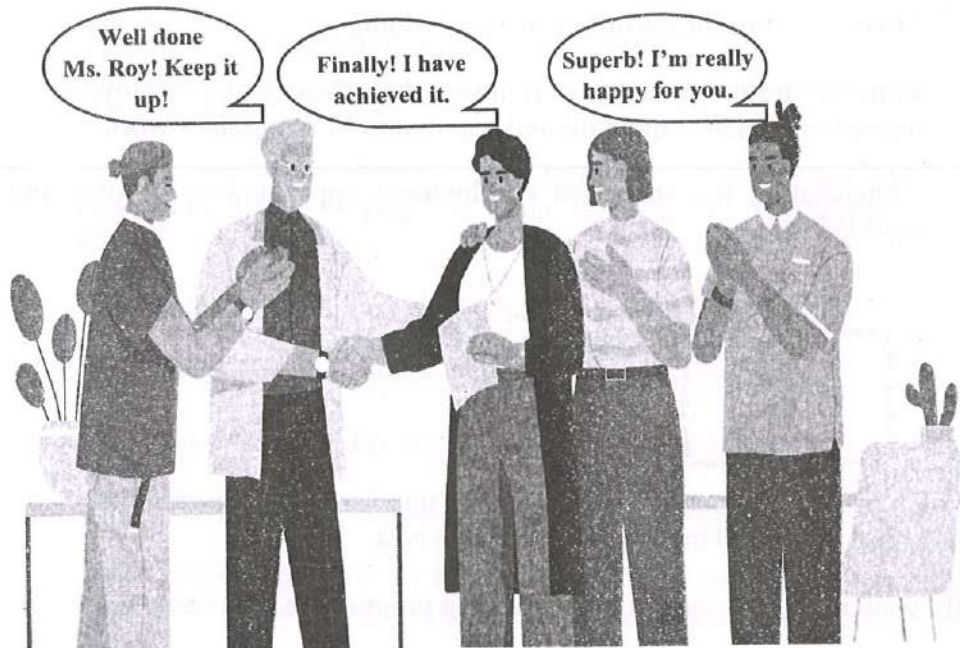
- (i) State *any four* limitations of Promotion. [4]

OR

- (ii) State *any four* ways in which globalisation has transformed the manner in which business is conducted.

Question 5

Observe the picture given below and answer the questions that follow.



- (i) Identify the *factor* indicated in the above image as per the Two-factor theory of Herzberg. [1]
- (ii) Which *need* of Ms. Roy is being satisfied as per Maslow's Hierarchy of Human Needs? [1]
- (iii) Briefly explain the need of Ms. Roy that is being satisfied. [2]

Question 6

- (i) What is meant by *compulsory retirement*? [2]
- (ii) Briefly explain the concept of *permanent part time* as an emerging trend in Human Resources. [2]

Question 7

- (i) With reference to a Report, explain *appendix*. State its role in a good Report. [2]
- (ii) Expand BIS. State *any one* role of BIS. [2]

Question 8

[4]

Quite a few organisations outsource services instead of hiring people as a permanent staff. State *any two* advantages and *any two* disadvantages of this practice to the outsourcer.

Question 9

Briefly explain the following online means of conducting business:

(i) Intra B [2]

(ii) G2B [2]

SECTION C – 32 MARKS

Question 10

Briefly explain the following sources of finance:

(i) Equity Shares [2]

(ii) Debentures [2]

(iii) Trade Credit [2]

(iv) Venture Capitalist [2]

Question 11

(i) Draw Morale-Productivity Matrix. By referring to the matrix, discuss *any three* situations to show the relation between Morale and Productivity. [8]

OR

(i) Name and explain the *two* sources of e-Recruitment. [4]

(ii) What is meant by *staff selection*? Give *any two* reasons to justify that it is a negative process. [4]

Question 12**[8]**

Anupriya Sports Store wants to place an order for the following sports equipment from Devesh Enterprise.

- 10 Cricket Bats @ ₹ 2000 each.
- 30 Cricket Balls @ ₹ 300 each.
- 20 Hockey Sticks @ ₹ 1000 each.
- 10 Hockey Balls @ ₹ 300 each.

Draft an Order Letter on behalf of Anupriya Sports Store.

Question 13

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

Annie and Naveen are fresh Engineering graduates who have been appointed by Scottish Automobile Ltd. Equipped with the latest information, Annie wants to introduce some changes in the production of automobiles. She is hesitant to discuss her ideas with her superior, Mr. Shah. Hence, she discusses it with Naveen. Annie and Naveen make a power point presentation based on Annie's ideas. On behalf of Annie, Naveen presents it to Mr. Shah, in the monthly review meeting.

- (i) Identify the barrier to communication that exists between Annie and Mr. Shah. **[1]**
- (ii) Suggest *any three* ways in which the barrier to communication between Annie and Mr. Shah can be overcome. **[3]**
- (iii) Name and explain the type of communication between
- (a) Annie and Naveen. **[2]**
- (b) Naveen and Mr. Shah. **[2]**