### **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.		
(ii)	Which barrier of communication can be overcome by using words familiar to the receiver?		
(iii)	A report may have an attachment containing statistical data, tables, graphs, etc. What is this attachment known as?		
(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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(x)	A pr cand	omotion policy which considers only select few employees as potential idates 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?			
	(a)	Recruitment of clerical staff		
	(b)	Tabulation of wages		
	(c)	Training of data entry personnel		
	(d)	Promotion of employees		
(xii)	With out.	reference to the types of Business Communication, identify the odd one	[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		
Ques	Question 2			
(i)	State c	any four differences between Job Enlargement and Job Enrichment.		
		OR		
(ii)	Give Democ	any four differences between Autocratic style of leadership and cratic style of leadership.		

Que	estion 3	[4]
Exp	lain the relevance of the following in a selection procedure:	
(a)	Preliminary Screening	
(b)	Final Interview	
Que	stion 4	[4]
Brie	fly explain any two methods of Off the Job Training.	
One	stion 5	
		[4]
(i)	Briefly explain the two factors as given by Herzberg, that affect satisfaction and dissatisfaction of employees.	n
	OR	
(ii)	In the recent past, new trends have emerged at workplaces.  With reference to this statement, explain any two emerging trends in huma resources.	n
Ques	stion 6	
(i)	State any two objectives of Performance Appraisal.	[2]
(ii)	What is meant by merit grading method of Performance Appraisal?	[2]
		,
Ques	tion 7	[4]
Defin	ne the following business entities:	(s.)
(i)	Sole Proprietorship	
(ii)	Partnership	
()		
Ones	tion 0	
	tion 8	[4]
State	any four points highlighting the importance of e-business to the buyers.	

Briefly explain any two business regulators.

# SECTION C – 32 MARKS

Quest	ion 10		[8]
Elucio	late <i>an</i>	y four methods of External Recruitment.	
Quest	tion 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]
Oues	tion 12		[8]
have	decide	ployed as the Head of the Department of Mathematics in a school. You ed to quit the job to pursue higher studies. Draft a Resignation Letter of the Principal of the school.	
Ques	stion 13	and the second s	
Read	the pa	ssage given below and answer the questions that follow.	
The	compar	s a hardware manufacturing company listed on National Stock Exchange. ny operates only in Delhi-NCR. The management plans to expand their area n across the country. They require funds for their expansion plans.	
Brie	fly exp	lain each source of finance given below.	•
State	wheth	her these sources can be used by ABC Ltd. or not for raising funds. Give a apport your answer.	
(i)	Ang	gel Investors	[2]
(ii)	Fac	toring	[2]
(iii)	*	bal Depository Receipts	[2]
(iv)	Loa	ns from Financial Institutions	[2]