

# AMRITA VIDYALAYAM

## FIRST TERMINAL EXAMINATION 2018 -'19

Class : XII

Marks : 80

Time : 3 hrs

### BUSINESS STUDIES

#### PRINCIPLES AND FUNCTIONS OF MANAGEMENT

**GENERAL INSTRUCTIONS:**

1. Answers to questions carrying 1 mark may be from one word to one sentence.
2. Answers to questions carrying 3 marks may be from 50 - 75 words.
3. Answers to questions carrying 4 - 5 marks may be about 150 words.
4. Answers to questions carrying 6 marks may be about 200 words.
5. Attempt all parts of a question together.

1. Which function of management ensures that actual activities confirm to the planned activities? 1
2. Identify the type or dimension of environment to which the following is related.  
Booking of air tickets through internet. 1
3. Name the type of the organization in which friendly relationship exists among the members. 1
4. What is the name of the process concerned with introducing their workers to their new job, fellow workers and to the organization? 1
5. Name the grapevine network in which an individual communicates with only those people whom he trusts. 1
6. Pizza Hut keeps on introducing new variety of pizzas in its menu. Which characteristic of management is highlighted in this? 1
7. 'Employee's turnover should be minimized to maintain organizational efficiency'. Mention the principle being discussed in the given statement. 1
8. Name the type of plan which is time-bound and linked with measurable outcome. 1
9. Name the various levels of management and give one function and one example for each level. 3
10. In your school, you observe that books are kept in office, chalk in library and office records in the staffroom.  
a) Identify and explain the principle of management which is being overlooked. 2  
b) Give one advantage of applying this principle. 1
11. In 'Mother Ltd', there is no restriction on flow of communication and each and every employee is free to approach anyone for minor queries and problems. Although the flow of communication is very fast in the organization, it has created a problem of leakage of confidential information.  
a) Name the network of formal communication used by the company.  
b) Give a suitable network which can be used by the company to protect confidential information. 3
12. Distinguish between Authority and Responsibility on the basis of 3  
a) direction of flow. b) meaning. c) origin.
13. 'Some learning opportunities are designed and delivered to improve skills and abilities of employees whereas some others are designed to help in the growth of individuals in all respects'. Identify and explain the two concepts explained above. 3
14. Mark-it Ltd., a manufacturer of sunglasses, which has enjoyed a prominent position in business, has grown in size. Its business was very good till 1991. But after that, new liberalized environment has seen entry of many MNC's in the sector. As a result the market share of the company has declined. The company had followed a very centralized business model with directors and divisional heads making even minor decisions. Before 1991, this business model had served the company very well as consumers had no choice. But now the company is under pressure to reform.  
a) What change in organizational structure should the company bring about in order to recover its market share?

- b) How will the changes suggested by you help the firm? Keep in mind the sector in which the company is operating. **4**
15. Name the concepts which relate to the following and briefly explain each concept. **4**
- a) Assigning the present and future requirements of the workers.
  - b) Determining competence of an employee.
  - c) Streamlining the attributes of a person required for doing a job.
  - d) Searching for prospective candidates.
16. 'Failing to plan is planning to fail'. Give two reasons and explain with suitable examples. **4**
17. 'Controlling is an indispensable function of management'. Do you agree? Give four reasons in support of your answer. **4**
18. Explain by giving any four points why 'in the present day competitive market, it is essential for a business to remain alert and aware of its environment'. **4**
19. Name and explain the principle of management according to which a manager should replace 'I' with 'we' in all his conversations with workers. **4**
20. Explain Maslow's need hierarchy theory of motivation. **5**
21. Himesh is working as a supervisor in a company. Due to his hard work he is promoted to the post of production manager. Now the post of supervisor is vacant and no one can be transferred or promoted to this post. Name the source of recruitment the company will use to fill up this post. State any four advantages of using this source of recruitment. **5**
22. Identifying and dividing the work is the first step in the process of one of the functions of management.
- a) Identify the function and explain it. **2**
  - b) Explain the next three steps. **3**
23. Explain various elements of directing. **6**
24. 'Management is the process of working with and through others to effectively achieve organizational objectives by efficiently using limited resources in the changing environment'. In the light of the above statement, explain any six features of management. **6**
25. Name the following principles of management and explain it in brief. **6**
- a) When a worker receives orders from more than one boss.
  - b) That prevents overlapping of workers of two divisions.
  - c) When a manager grants one month medical leave to a supervisor with pay and only one week medical leave to an accountant.