Roll No. ☐☐☐☐☐☐☐☐

Q.P. Code 66/1/1

BUSINESS STUDIES – TERM II

CBSE Class XII Board Examination 2022 (Term 2)

Time allowed: 2 hours **Maximum Marks: 40**

General Instructions:

1. The paper has 12 questions and all of them must be answered.
2. Q1–4 carry 2 marks each (short answers of about 30–50 words); Q5–8 carry 3 marks each (short answers of about 50–80 words); Q9–12 carry 5 marks each (long answers of about 80–120 words).
3. There is no overall choice, but one 3-mark question and two 5-mark questions offer an internal choice; answer only one alternative in those.
4. Some questions are case/source based.

QUESTIONS

Q1–4: 2 marks each · Q5–8: 3 marks each · Q9–12: 5 marks each.

1. In the staffing process, at which step is the selected person handed charge of the job and made familiar with his/her seniors, juniors and co-workers? Name the step and state it. **2**

2. On 27 January 2022 one branch of KLM Bank Ltd. suddenly ran short of cash. The directors decided the same day to borrow from another bank for two days so that the bank could keep up its cash reserve ratio.
Name and explain the money market instrument KLM Bank Ltd. used for this short-term need. **2**

3. What does 'Communication' mean as an element of directing? **2**

4. Which function of management makes sure that the resources of the organisation are used effectively and efficiently to reach goals already decided? Identify and state it. **2**

5. Nandita Srivastava is HR Manager of 'TM Infrastructure Ltd.', one of India's largest construction companies, handling projects worth over ₹18,000 crore. She finds and hires suitable people for different posts. To measure certain traits of the applicants and predict for which job each would succeed, she has to conduct a set of selection tests suitable for each post.
Explain any two types of selection tests she may conduct to select the most suitable persons. **3**

6. What are non-monetary incentives? State any two non-monetary incentives. **3**

OR

State any three benefits that training gives to the organisation.

7. State any three factors that affect the working capital requirement of a company. **3**

8. Explain how controlling helps in (i) achieving organisational goals and (ii) judging whether the standards are accurate. **3**

9. Explain these consumer rights given under the Consumer Protection Act, 2019: **5**
(i) Right to safety
(ii) Right to be informed

OR

State any five responsibilities a consumer should keep in mind while buying and using goods and services.

10. State any five functions of a stock exchange. **5**

11. Gautam Natarajan founded 'Brewed Beans Coffee', a chain of 21 filter-coffee outlets in South India. He believes people are an organisation's most important asset – the right people take a business to the top, the wrong ones can break it. So he regards the management function of filling the positions in the organisation structure as the most critical one for performance. **5**

(a) Which function of management does Gautam stress?

(b) State any four points of importance of this function.

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12. News reader Anurag Tiwari has started 'Axis Media Corporation Ltd.' to launch a 24-hour Hindi news channel. The company must decide how to invest funds in assets such as equipment, computers and vehicles – this commits money for a long period and affects the firm's earning capacity in the long run, so it must be decided with great care. **5**

(a) Identify and state the type of investment decision described.

(b) State any three factors that affect this decision.

OR

'Reliable Labs Ltd.', a diagnostic company with seven branches in Pune, expects demand for tests to rise with growing health awareness and chronic disease. It decides to open branches in Ahmedabad, needing ₹100 crore of extra funds. The directors must decide how much to raise through equity and how much through debt, which will affect the overall cost of capital and the company's financial risk.

(a) Identify and state the financial decision described.

(b) State any three factors the Board should keep in mind while taking this decision.

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Questions restated from the CBSE Class XII Board Examination 2022 (set 66/1/1) for practice. Reading passages and map items are described, not reproduced.