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Test / Exam Name: Revision

Standard: 12th Commerce Subject: Business Studies

- Q1.** Give the meaning of Informal Communication'. **2 Mark**
- Q2.** Hina and Harish are typists in a company having same educational qualifications. Hina is getting Rs. 3,000 per month and Harish Rs. 4,000 per month as salary for the same working hours.
Which principle of management is violated in this case? Name and explain the principle. **2 Mark**
- Q3.** 'Analysing deviations' and 'taking corrective actions' are the steps in the process of one of the significant functions of management. Identify the function and list the first three steps of the process of the function identified. **2 Mark**
- Q4.** Mohan, a manager, expects his subordinates to adapt to the new environs and working conditions without giving them time to settle down. Which principle of management is being overlooked and why?
- Q5.** What role does legal environment play in the business?
- Q6.** Give the meaning of 'Free Rein style of Leadership'.
- Q7.** Mohan, a manager, does not distribute the work amongst his subordinates, either according to capability or proportionately. Which principle of management being overlooked and why?
- Q8.** 'Estimating manpower requirements is not merely knowing how many persons we need.' What else is needed while estimating manpower requirements? State any two points.
- Q9.** One of the functions of management completes one cycle of management process and improves planning in the next cycle in the light of the problems that were identified in the existing plans. Identify and state the function of management discussed above.
- Q10.** Identify and state the function of management which ensures that the organisational resources are being used effectively and efficiently for the achievement of pre-determined goals.
- Q11.** What role does social environment play in the business?
- Q12.** The Production Manager of Bharat Ltd. instructs a salesman to go slow in selling the product, whereas the Marketing Manager is insisting on fast selling to achieve the target. Which principle of management is being violated in this case? State any one of the consequences of violation of this principle. **2 Mark**
- Q13.** Write a short note on 'Management as a Discipline'. **2 Mark**
- Q14.** Explain in brief 'Management as a Process'. **2 Mark**
- Q15.** Explain in brief 'Management as an activity'. **2 Mark**
- Q16.** Give the meaning of 'Formal Communication'. **2 Mark**
- Q17.** State any three measures to overcome barriers to effective communication. **2 Mark**

- Q18.** Distinguish between 'Responsibility' and 'Accountability' on the basis of 'delegation'. **2 Mark**
- Q19.** Differentiate between 'Authority' and 'Responsibility' on the basis of 'origin'. **2 Mark**
- Q20.** Explain the first three steps in the process of 'Planning'. **3 Mark**
- Q21.** Mr. Shubhendu Bose is the owner of 'Bikmac Enterprise' carrying on the business of manufacturing various kinds of biscuits. There was a lot of discontentment in the organisation, and the targets were not being met. He asked his son, Naval, who had recently completed his MBA, to find out the reason. **3 Mark**
 Naval found that all decision making of the enterprise were in the hands of his father. His father didn't believe in his employees. As a result, both the employer and the employees were not able to understand each other's messages in the same sense. Thus, the employees were not happy, and targets were not met.
 1. Identify any two communication barriers because of which Bikmac Enterprise was not able to achieve its target.
 2. State one more barrier each of the types identified in (a) above.
- Q22.** 'A.S. Ltd.' is a large company engaged in assembly of air-conditioners. Recently the company had conducted the 'Time' and 'Motion' study and concluded that on an average a worker can assemble ten air-conditioners in a day. The target volume of the company in a day is assembling of 1,000 units of air-conditioners. The company is providing attractive allowances to reduce labour turnover and absenteeism. All the workers are happy. Even then the assembly of air-conditioners per day is 800 units only. To find out the reason the company compared actual performance of each worker and observed through C.C.T.V. that some of the workers were busy in gossiping.
 1. Identify the function of management discussed above.
 2. State, those steps in the process of the function identified which are discussed in the above paragraph.
- Q23.** What is meant by planning? List any two features of planning.
- Q24.** Mr. Mohan Kumar, is the owner of Jason's Enterprises, carrying on the business of manufacturing sanitary items. There is a lot of discontentment in the organization and the targets are not being met. He asked his son Ritesh, who has recently completed his MBA, to find out the reason.
 Ritesh found that his father did not have confidence in the competency of employees and was not seeking their advice or opinion. There was also lack of transparency in the operations of the business. Thus, the employees were not happy.
 1. Identify any two communication barriers because of which 'Jason's Enterprises' was not able to achieve its targets.
 2. State one more barrier each of the type identified in part (a) above.
- Q25.** Huma is working in a company on a permanent basis. As per the job agreement she had to work for 8 hours a day and was free to work overtime. Huma worked overtime, due to which she fell ill and had to take leave from her work. No one showed concern and enquired about her health. She realized that she was fulfilling only some of her needs while some other needs still remained to be fulfilled. **3 Mark**
 1. By quoting the lines from the above para, identify the needs of Huma which she is able to fulfill.
 2. Also explain two other needs of Huma followed by the above needs, which still remained to be satisfied.
- Q26.** Explain briefly 'Remuneration of Employees' and 'Scalar Chain' as principles of general management. **3 Mark**
- Q27.** Explain any three assumptions of Maslow's need hierarchy theory. **3 Mark**

- Q28.** Explain "Increasing competition" and "More demanding customers" as impact of Government policy changes on Business and Industry. **3 Mark**
- Q29.** Mr. Fernandes is the owner of Unibie Enterprises, carrying on the business of manufacturing electrical appliances. There is a lot of discontentment in the organisation and targets are not being met. He asked his son, Michel, who has recently completed his MBA, to Bud out the reason. **3 Mark**
- Michel found that all decision making of the enterprise were in the hands of his father. Moreover, his father did not have confidence in the competency of the employees. Thus the employees were not happy.
1. Identify any two communication barriers because of which 'Unibie Enterprise' was not able to achieve its target.
 2. State one more barrier each of the types identified in part (a) above.
- Q30.** Explain briefly 'Espirit de Corps' and 'Order' as general principles of management. **3 Mark**
- Q31.** Banking sector reforms have led to easier credit terms and better services. This is an example of a key component of the 'Business Environment'. Name this component and explain it in brief.
- Q32.** Explain 'Harmony Not Discord' as a principle of Scientific Management.
- Q33.** Explain briefly 'Initiative' and 'Esprit de Corps' as principles of general management.
- Q34.** There are some barriers in communication which are concerned with encoding and decoding of message. State any three such barriers.
- Q35.** Explain briefly any three personal barriers to communication.
- Q36.** Explain any three features of 'planning'.
- Q37.** Explain briefly any three semantic barriers to communication.
- Q38.** Explain how principles of management:
1. Help in optimum
- Q39.** Explain how planning provides direction to action.
- Q40.** Mr. Shubhendu Bose is the owner of 'Bikmac Enterprise' carrying on the business of manufacturing various kinds of biscuits. There was a lot of discontentment in the organisation, and the targets were not being met. He asked his son, Naval, who had recently completed his MBA, to find out the reason. **3 Mark**
- Naval found that all decision making of the enterprise were in the hands of his father. His father didn't believe in his employees. As a result, both the employer and the employees were not able to understand each other's messages in the same sense. Thus, the employees were not happy, and targets were not met.
1. Identify any two communication barriers because of which Bikmac Enterprise was not able to achieve its target.
 2. State one more barrier each of the types identified in (a)above.
- Q41.** Mita has a successful ice cream business at Bikaner, namely 'Smartflavours'. Her ice creams are utterly delicious. She makes ice creams from fresh milk and the same are available in a wide range of flavours and packs. She sets viable business objectives and works with the same in mind in order to ensure that the customers will come back for purchasing. Having the first mover advantage, her business was doing well. To earn higher profits, she started cutting costs. This would sometimes lead to delay in delivery and the ice cream was not reaching the market in time. Over a period of time, the demand for her ice cream declined

and because of it the competitors entered the market. She lost some of her market share to competitors.

At the beginning of summer season, she got back to back orders for supply of 4,000 ice cream packs of different flavours for special occasions. To ensure that the task was completed and orders delivered in time she hired additional workers. She was, thus able to produce and deliver the ice cream packs but at a high production cost. While completing activities and finishing the given task for achieving goals, Mita realized that she was ignoring one of the important aspects of management.

Identify the aspects of management that has been ignored by Mita. Also explain the same with the help of an example.

- Q42.** Neeraj, a sales representative of 'Omida Ltd.' has changed seven jobs in the last one year. He is a hard working person but is not able to finalise deals with the customers due to his inadequate vocabulary and omission of needed words. Sometimes he uses wrong words because of which intended meaning is not conveyed. All this created a misunderstanding between him and his clients. **3 Mark**
1. Identify the communication barrier discussed above.
 2. State the category of this communication barrier.
 3. Explain any other communication barrier of the same category.
- Q43.** Differentiate between 'Policy' and 'Rule' as types of plans.
- Q44.** Write short note on 'management as an activity'.
- Q45.** Explain any two impacts of Government policy changes on Business and Industry.
- Q46.** To be a successful leader, one must possess some qualities. State any three such qualities of a leader.
- Q47.** What is meant by 'Informal Organisation'? State its any two advantages.
- Q48.** What is meant by 'Formal Organisation'? State its any two advantages.
- Q49.** Explain 'order' and 'initiative' as principles of general management.
- Q50.** Does planning guarantee success? Explain.
- Q51.** Explain any three qualities of a good leader.
- Q52.** State any three limitations of planning function of management.
- Q53.** How is 'planning a pervasive function of management'? Explain. **3 Mark**
- Q54.** Explain the concept of 'Motivation' and 'Leadership'. **3 Mark**
- Q55.** Mita has a successful ice cream business at Bikaner, namely 'Smartflavours'. Her ice creams are utterly delicious. She makes ice creams from fresh milk and the same are available in a wide range of flavours and packs. She sets viable business objectives and works with the same in mind in order to ensure that the customers will come back for purchasing. Having the first mover advantage, her business was doing well. To earn higher profits, she started cutting costs. This would sometimes lead to delay in delivery and the ice cream was not reaching the market in time. Over a period of time, the demand for her ice cream declined and because of it the competitors entered the market. She lost some of her market share to competitors. **3 Mark**
- At the beginning of summer season, she got back to back orders for supply of 4,000 ice cream packs of different flavours for special occasions. To ensure that the task was completed and orders delivered in time she hired additional workers. She was, thus able to

produce and deliver the ice cream packs but at a high production cost. While completing activities and finishing the given task for achieving goals, Mita realized that she was ignoring one of the important aspects of management.

Identify the aspects of management that has been ignored by Mita. Also explain the same with the help of an example.

- Q56.** Explain briefly 'Unity of Direction' and 'Order' as principles of general management. **3 Mark**
- Q57.** Mita has a successful ice cream business at Bikaner, namely 'Smartflavours'. Her ice creams are utterly delicious. She makes ice creams from fresh milk and the same are available in a wide range of flavours and packs. She sets viable business objectives and works with the same in mind in order to ensure that the customers will come back for purchasing. Having the first mover advantage, her business was doing well. To earn higher profits, she started cutting costs. This would sometimes lead to delay in delivery and the ice cream was not reaching the market in time. Over a period of time, the demand for her ice cream declined and because of it the competitors entered the market. She lost some of her market share to competitors.
At the beginning of summer season, she got back to back orders for supply of 4,000 ice cream packs of different flavours for special occasions. To ensure that the task was completed and orders delivered in time she hired additional workers. She was, thus able to produce and deliver the ice cream packs but at a high production cost. While completing activities and finishing the given task for achieving goals, Mita realised that she was ignoring one of the important aspects of management.
Identify the aspects of management that has been ignored by Mita. Also explain the same with the help of an example. **3 Mark**
- Q58.** State any three features of planning function of management.
- Q59.** Abhishek Limited is engaged in manufacturing of Air Purifiers. The target production is 500 Air Purifiers in a week. Over the last few months, it has been observed by the Production Manager that the weekly production target was not achieved. Identify the function and explain any two points of its importance.
- Q60.** Explain any three points of importance of planning.
- Q61.** How does planning lead to rigidity and reduce creativity? Explain.
- Q62.** Define planning. List any two limitations of planning.
- Q63.** Explain any three points that highlight the importance of planning.
- Q64.** Explain briefly any three personal barriers to effective communication.
- Q65.** State any three points of importance of planning function of management. **3 Mark**
- Q66.** Explain 'unity of command' and 'equity' as principles of general management. **3 Mark**
- Q67.** Explain 'Career Advancement Opportunity' and 'Job Security' as non-financial incentives. **3 Mark**
- Q68.** Explain 'objectives' as one of the types of plans. **3 Mark**
- Q69.** Explain briefly 'Remuneration of Employees' and 'Scalar Chain' as general principles of management. **3 Mark**
- Q70.** Differentiate between 'Objective' and 'strategy' as types of plans. **3 Mark**
- Q71.** Define 'Planning.' Explain the first two steps in the process of planning. **3 Mark**

- Q72.** Differentiate between 'Delegation' and 'Decentralisation' on any three bases. **3 Mark**
- Q73.** Explain briefly any three psychological barriers to effective communication. **3 Mark**
- Q74.** 'Demand for reservation in jobs for minorities' refers to an example of key component of general environment of business. Name and explain the component. **3 Mark**
- Q75.** Explain when and why the need is felt for having a framework, within which managerial and operating tasks are performed to accomplish desired goals. Name this 'framework' also. **3 Mark**
- Q76.** Explain briefly 'Discipline' and 'Scalar Chain' as principles of general management. **3 Mark**
- Q77.** Hitesh is the Chief Executive Officer of Kids Garments Ltd.' Due to festive season, Hitesh got an additional order of 10,000 garments which he had to supply within two days. Due to his goodwill in the market, he did not want to lose the order. So, he decided to achieve the target by operating on double shifts. He achieved the target and supplied the order within two days. But due to double shifts, his cost of production was higher than the regular production cost. Identify and give the meaning of the two concepts of management discussed in the above para. **3 Mark**
- Q78.** Name and explain the principle, of management according to which a manager should replace 'I' with 'We' in all his conversation with workers.
- Q79.** Agrima, Arunima and Avika are pursuing MBA from a reputed institution. Now it is the time of their placement. Agrima wants to work in a company which would provide her more authority for fulfilling her duties and will give recognition, rewards, perquisites and prestige of job. Arunima wants to work in an organisation in which behaviour of individuals is influenced by its characteristics like autonomy, reward orientation, consideration to employees, risk taking etc. Avika wants to join the organisation which has appropriate skill development programmes and sound promotion policy that encourages employees to exhibit improved performance. Identify and state the incentives about which Agrima, Arunima and Avika are talking about.
- Q80.** Mr.Sanjay Nehra was the Chairman of 'Taran bank.' The bank was earning good profits. Shareholders were happy as the bank was paying regular dividends. The market price of their shares was also steadily rising. The bank was about to announce taking over of 'Vena Bank.' Mr.Sanjay Nehra knew that the share price of 'Taran Bank' would rise on this announcement. Being a part of the bank, he was not allowed to buy shares of the bank. He called one of his rich friends Sudhir and asked him to invest Rs. 5 crores in shares of his bank promising him the capital gains.
As expected the share prices went up by 40% and the market price of Sudhir's shares was now 7 Rs. crores. He earned a profit of Rs. 2 crores. He gave Rs. 1 crores to Mr.Sanjay Nehra and kept Rs. 1 crores with himself. On regular inspection and by conducting enquiries of the brokers involved, Securities and Exchange Board of India (SEBI) was able to detect this irregularity. The SEBI imposed a heavy penalty on Mr. Sanjay Nehra.
By quoting the lines from the above para identify and state any two functions that were performed by SEBI in the above case.
- Q81.** Explain the following, as features of Planning: **3 Mark**
1. Planning is continuous.
2. Planning is futuristic.
- Q82.** Explain how planning reduces the risk of uncertainty. **3 Mark**
- Q83.** Explain how Principles of Management: **3 Mark**
1. Provide useful
- Q84.** Explain briefly 'Discipline' and 'Unity of Command' as general principles of management. **3 Mark**

- Q85.** Management is a complex activity that has three main dimensions. Explain these dimensions. **3 Mark**
- Q86.** Explain the twin objectives of financial planning. **3 Mark**
- Q87.** 'Co-ordination is the essence of management.' Explain. **3 Mark**
- Q88.** 'Art is concerned with personal application of knowledge'. In the light of this statement compare all the features of management with art and prove that it is an art. **3 Mark**
- Q89.** 'Co-ordination is needed at all levels of management and is the responsibility of all managers.' Explain. **3 Mark**
- Q90.** Explain any three reasons, which clarify that management is gaining importance day by day. **3 Mark**
- Q91.** What is meant by 'leadership'? State any two leadership styles. **3 Mark**
- Q92.** Explain with the help of any three points how proper Financial Planning enables the companies to tackle the uncertainty in respect of availability and timings of funds and helps in smooth functioning of the organisation.
- Q93.** What is meant by non-monetary incentives? State any two non-monetary incentives.
- Q94.** Explain any three limitations of planning function of management.
- Q95.** State any three features of motivation.
- Q96.** Give the meaning of 'Formal Organisation'. State its any three advantages.
- Q97.** State any three features of business environment.
- Q98.** Explain the relationship between 'Planning' and 'Controlling' with the help of any three points.
- Q99.** Explain the relationship between 'planning' and 'controlling' functions of management.
- Q100.** Describe any three personal barriers to effective communication.

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