

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) Two-thirds of employees at Saturn Hotel are employed full-time. The remaining one third of employees are working on a regular basis but for lesser hours than the full-time staff. [1]
Name the emerging trend in human resources used by Saturn Hotel.
- (ii) Which characteristic of Human Resource Management states that it is inherent in all organisations and at all levels? [1]
- (iii) Morale is the attitude of staff towards work, co-employees and the organisation. In this context, what does 'friction among employees' indicate? [1]
- (iv) Expand CRISIL [1]
- (v) _____ incentives of motivation are tangible and measurable. [1]
- (vi) The maximum number of members that a Private Limited Company can have is _____. [1]
- (vii) On the basis of _____, communication may be classified as formal and informal. [1]
- (viii) _____ appraisal evaluates the latent capacity of an employee. [1]
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- (ix) Identify the terminal benefit paid to an employee who leaves the employment either after working for the specified number of years or on superannuation. [1]
- (a) Provident Fund
 - (b) Public Provident Fund
 - (c) Voluntary Retirement Scheme
 - (d) Gratuity
- (x) There was a major fire at the warehouse of Anil Auto Ltd. The management of the warehouse asked the Supervisor to investigate this incident and submit a report of the same. [1]
- Which one of the following types of report does the Supervisor need to write?
- (a) A Routine report
 - (b) A Public Report
 - (c) An Informative Report
 - (d) An Interpretative Report
- (xi) Falguni wants to buy some wood for the furniture manufacturing unit of her company. She decides to write letters to various timber merchants to know the prices and availability of different kinds of wood. [1]
- Identify the type of letter that Falguni needs to write to the timber merchants.
- (a) An enquiry letter
 - (b) A complaint letter
 - (c) A quotation letter
 - (d) An order letter
- (xii) **Assertion** : Maintenance factors are required to support the mental health of employees. [1]
- Reason** : Dissatisfiers operate to dissatisfy the employees when they are absent but their presence does not motivate them.
- (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) Retrenchment means the temporary removal of an employee from services due to economic reasons in a going concern. [1]
 - (b) Recruitment is a negative process whereas Selection is a positive process. [1]
 - (c) Business intermediaries are authorities appointed by the government to regulate organisations. [1]
 - (d) Job enlargement implies increasing the scope of the job by adding more tasks to it. [1]

SECTION B – 32 MARKS

Question 2 [4]

- (i) Name and explain *any two* sources of Internal Recruitment.

OR

- (ii) State *any four* merits of Written Communication.

Question 3 [4]

With reference to staff benefits, explain the following:

- (i) Encashment of leave
- (ii) National Pension System

Question 4 [4]

With the world going digital, e-Recruitment is on the rise.

With reference to the above statement, give *any two* benefits and *any two* limitations each of e-Recruitment.

Question 5 [4]

- (i) Give *any four* differences between Recruitment and Selection.

OR

- (ii) State *any four* differences between Time-Rate System and Piece-Rate System of staff remuneration.

Question 6

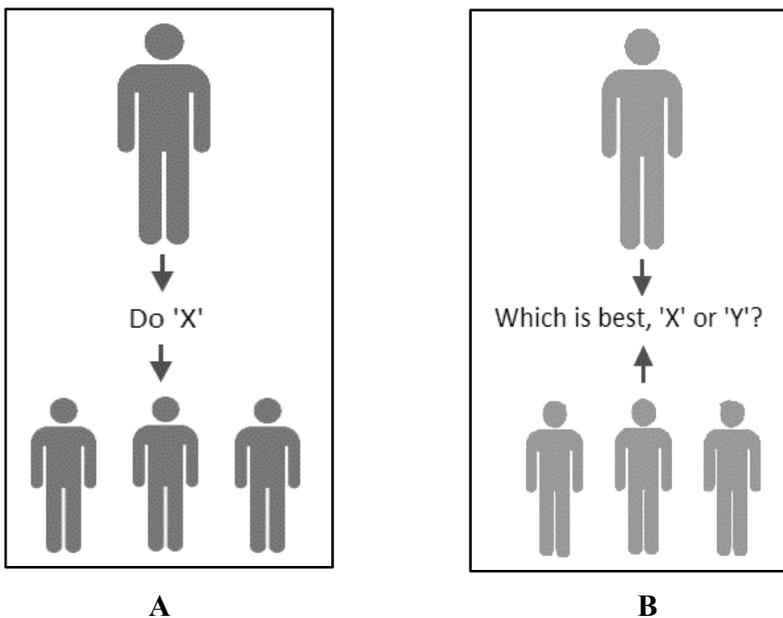
- (i) State *any two* features of Staff Motivation. [2]
(ii) With reference to Financing, briefly explain *factoring*. [2]

Question 7

[4]

With reference to job planning, explain the meaning and relevance of *job description*.

Question 8



- (i) Identify the *two* styles of leadership depicted in the above images. [2]
(ii) State *any one* feature of each of the above styles of leadership. [2]

Question 9 [4]

State *any two* opportunities and *any two* threats of globalisation.

SECTION C – 32 MARKS

Question 10 [8]

According to Maslow's theory of Hierarchy of Needs, name and explain the human needs which arise after the physiological needs are met.

Question 11

(i) Briefly explain the following sources of Finance.

- (a) Crowd funding. [2]
- (b) Public Deposits [2]
- (c) Discounting of bills of exchange [2]
- (d) Retained profits [2]

OR

(ii)

- (a) What is meant by *diagonal communication*? [2]
- (b) Explain *any three* barriers to Communication. [6]

Question 12 [8]

A reputed English medium school requires fresh/experienced trained, graduate Science teachers for the Secondary Section of their school.

Send your application with a full resume within seven days of this advertisement to P.O Box No. 007.

With reference to the above advertisement given in XYZ newspaper, draft a suitable application letter.

Question 13

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

Kapoor Garments is a well-known brand which manufactures clothes and sells them through their own showrooms. Recently, there was a major reshuffle in staff placements in Kapoor Garments.

Given below are some of the changes in staff placements at Kapoor Garments.

- Anamika, a Sales manager working in the X showroom was shifted to Y showroom as there was a huge footfall of customers in Y showroom.
- Abdul had been working at the Y showroom for the past 25 years. Lately, he began to experience joint pain due to advanced age and found it difficult to stand for the entire day. Hence, he was shifted to the Accounts Department.
- Charu was a short-tempered employee and could not handle customers. Therefore, she was shifted to the Purchase Department
- Diana, who was due for promotion was shifted from one department to another after every two weeks.
- Ramesh, a housekeeping staff, was not shifted to any department but given an increase in salary.

- (i) Identify the type of transfer that takes place in cases of Anamika, Abdul, Charu and Diana. [4]
- (ii) Identify and briefly explain the concept with regard to the increase in Ramesh's salary. [2]
- (iii) Distinguish between Transfer and Promotion. [2]