

Class XII Business Studies

September 2023 Months CBT Answer Key

QUESTION NO 01 Management by Exception refers to

Ans. (b) Focuses on the key result areas.

Feedback for correct answers: It is based on the belief that an attempt to control everything results in controlling nothing.

Thus, if the plans lay down 2 per cent increase in labour cost as an acceptable range of deviation in a manufacturing organisation, only increase in labour cost beyond 2 per cent should be brought to the notice of the management. However, in case of major deviation from the standard (say, 5 per cent), the matter has to receive immediate action of management on a priority basis.

QUESTION NO.2. Amit, Who was working in a big Company resigned on the ground of "lack of recognition and attention" in the organisation towards his work and performance. Identify the hierarchy need according to Maslow which was not satisfied for Amit.

Ans. (d) Esteem needs

Feedback for correct answers

In Maslow's Need Hierarchy theory Esteem Need includes factor such as self-respect, autonomy status, recognition and attention.

QUESTION NO 3. Some employees have been assigned the job of measuring the output in an objective and reliable way. They are applying different techniques for achieving this aim. Some of these are personal-observation, sample-checking etc. They are also keeping the units of measurement same as that of the units in the standards. Name the step of 'Controlling process applicable in the above paragraph.

Ans. (a) Analysing deviations

Feedback for correct answers

Once performance standards are set, the next step is measurement of actual performance. Performance should be measured in an objective and reliable manner.

There are several techniques for measurement of performance. These include personal observation, sample checking, performance reports, etc.

QUESTION NO 4. Job enrichment is concerned with.....

Ans. (a) Designing job with greater variety of work content.

Feedback for correct answers

Because in job enrichment employees enjoy doing job which offer them variety and opportunity.\

QUESTION NO 5. Use of Technical jargon comes in which type of Communication barrier?

Ans. (c) Semantic barriers

Feedback for correct answers

In technical jargon some technical word related with semantic barriers Some employees may not understand these words properly.

Read the Following Case Study and answer the Q. No. 6 & Q. No. 7

M/s Beta Ltd. deals in consumer goods. It employs 100 workers and 10 operative managers who give guidance and support to the workers while operating the machinery. The company has a policy of granting leave as per the requirement of the workers. Workers are generally granted leave on festivals and special occasions. Recently on Puja festival, it received a big order. Workers are keen to take Puja holidays while management is pressing hard for overtime. This matter was placed before the personnel manager who called the meeting of operative managers and workers to inform them about the changes in the incentive plan which states payment of double wages for working overtime and triple wages for working on holidays. Workers without any pressure voluntarily took limited holidays and were able to increase their earning by working overtime and on holidays. During Board of Directors meeting, Personnel Manager was asked to update the management for achieving higher output, meeting timely supplies without any confrontation with workers. Personnel Manager replied, "I just used a carrot with no sticks approach".

QUESTION NO.6." It employs 100 workers and 10 operative managers who give guidance and support to the worker while operating machinery" Which element of Directing is refers to this para

Ans. (d) Supervision

Feedback for correct answers

in this line leader supervise to workers. so answer is supervision.

QUESTION NO 7 "Payment of double wages for working overtime and triple wages for working on holidays. Workers without any pressure voluntarily took limited holidays and were able to increase their earning by working overtime and on holidays" Which element of the Directing is reflected in this para.

Ans. (b) Motivation

Feedback for correct answers

Here workers motivate by extra wages as double and triple . By these motivations employees will mentally prepare for doing extra work.

QUESTION NO. 8. In a marketing firm, the Financial Manager pays more attention towards an increase of 3% in the marketing cost as compared to a 15% increase in the courier expenses. Identify the concept being used by the manager.

Ans. (b) Critical Point Control

Feedback for correct answers

Because in critical point control manager focuses material fact.

QUESTION NO.9. Preeti is supervisor of Ram, Rahim and Raju. She consults all her subordinates while framing work schedules, they provide suggestions and Preeti consider such suggestions if they are productive. Which leadership style is followed by Preeti?

Ans. (a) Democratic Style

Feedback for correct answers

In Democratic style Leader Consult with subordinate, Here Preeti Consult with her subordinates.

QUESTION NO.10. Which of the following statements does not highlight the relationship between planning and controlling?

(a)Planning and controlling are separable twins of management.

Feedback for correct answers

Planning and controlling are inseparable twins of management.
