



JAIN COLLEGE V V Puram

II PUC Mock Paper 2 – January 2025

Course:	II PUC
Subject:	Business Studies
Max. Marks:	80
Duration:	3 hour

Instructions:

1. The question paper contains 4 parts-A, B, C and D.
2. 'Part – A 'consists of 4 sections. I, II, III and IV.
3. For 'Part-A 'questions, only the first written answers will be considered for evaluation.
4. Write the serial number of questions properly as given in the question paper while answering.
5. Write the correct and complete answer.

PART-A

I. Choose and write the correct answer:

(5 x 1 = 5)

1. Which one of the following sequences of process of management is correct:
 - a) Planning, Controlling, Organising, Staffing
 - b) Staffing , Planning, Organising, controlling
 - c) Planning, Organising, Staffing , controlling
 - d) Organising, Planning, Staffing, controlling
2. Which of the following statements best describes 'Mental Revolution'?
 - a) It implies change of attitude
 - b) The management and workers should not play the game of Upmanship
 - c) Both management and workers require each other
 - d) Workers should be paid more.
3. Between June 2023 and June 2024 a report say the exports of India have increased by 2.47% while imports have increased by 5.04%. Identify the related dimensions of the business environment.
 - a) Social dimension
 - b) Technological dimension
 - c) Legal dimension
 - d) Economic dimension
4. Which of the following is an example of a single use plan?
 - a) Policy
 - b) Procedure
 - c) Budget
 - d) Method
5. Mohan was given a task by his superior to prepare a plan in one week. He asked two of his subordinates to work on two aspects of his task. One of the subordinate was sick and could not complete his work. Who is accountable for his task?
 - a) Mohan is accountable
 - b) Mohan's subordinate is accountable
 - c) Mohan's superior is accountable
 - d) None of them

II. Fill in the blanks by choosing appropriate answers from those given in the brackets

(5x1=5)

(Orientation, unpaid ,Fatigue study, Supreme Court of India, Formal organisation, paid)

6. _____ is the process of introducing the selected employee to other employees
7. The amount and frequency of rest intervals in completing a task is determined by _____
8. _____ specifies the relationships among various job positions and the nature of their inter-relationship
9. Publicity is a _____ form of communication.
10. An order passed by the National Commission in a matter of its original Jurisdiction is appealable before the _____.

III. Match the following:**11. A**

- a. Effectiveness
- b. Non -Financial incentives
- c. Defective machine
- d. Return on Investment
- e. Service

B

- i. Job enrichment
- ii. Doing the right task
- iii. Intangible
- iv. Tangible
- v. Trading on capacity
- vi. Intangible

IV. Answer the following questions in one word or one sentence each

- 12. When is gang plank used?
- 13. Name Off-the-job training method used to train employees before handling sophisticated machinery and equipment
- 14. How do you calculate net working capital?
- 15. Give an example for marketing of services.
- 16. Santhosh bought a laptop for Rs.80,000 from a laptop seller on his verbal commitment that the Laptop will be replaced in case of any defect. Within a span of six months, the system started creating technical issues in spite of proper maintenance. The seller denied taking any action on the complaint made by Santhosh. Name the redressal agency under the Consumer Act where Santhosh can file his complaint.

PART- B.**V. Answer any six of the following questions in 2 or 3 sentences each. Each question carries 2 marks:****(6 x 2 = 12)**

- 17. Define management
- 18. State two difference between unity of command and unity of direction
- 19. Give the meaning of Planning premises
- 20. State any two steps in the process of Organising
- 21. The manager of the company designed learning opportunities to improve skills and abilities of employees and help in the growth of individuals in all respects. Identify the two concepts involved in it..
- 22. What is Grapevine communication?
- 23. State any two limitations of controlling.
- 24. What is financial management ?
- 25. What is personal selling ?
- 26. State any two rights of consumer protection.

PART-C**VI. Answer any six of the following questions in 10-12 sentences each. Each question carries 4 marks:****(6 x 4 = 24)**

- 27. Principles of Taylor and Fayol are mutually complementary. But there are many points of difference between their contribution. Identify any four points of differences between Taylor and Fayol.
- 28. Explain any four points to show how important the understanding of business environment for a manager is.
- 29. Identify the dimension of business environment to which the following are related:
 - i. Banks reduces the interest rate on house loans
 - ii. Number of working women is increasing
 - iii. Reservation of Tickets by internet.
 - iv. Prohibition of alcohol beverages to be advertised.
- 30. Explain any four features of planning.

31. The post of Assistant Manager and Marketing manager was vacant in a company. The Chief Executive Officer of the company called the HR manager and requested her to fill up the vacancies. She suggested that Marketing manager's subordinate Miss Swathi is very competent and trust worthy. If she could moved up in the hierarchy, she would do the needful. The Chief Executive Officer agreed for the same. The Assistant Manager post was filled up by screening the database of unsolicited applications lying in the office.
- (a) Name the internal/external sources of recruitment used by the company to fill up the above stated vacancies.
(b) State any one merit of each of the above identified source of recruitment
32. "A good control system helps an organization in many ways" – Justify this statement with any four points.
33. Arun is a successful businessman in the paper industry. During his recent visit to his friend's place in Mysore, he was fascinated by the exclusive variety of incense sticks available there. His friend tells him that Mysore region is known as a pioneer in the activity of Agarbathi manufacturing because it has a natural reserve of forest products especially Sandalwood to provide the base material used in production. Moreover, the suppliers of other types of raw materials needed for production follow a liberal credit policy and the time required to manufacture incense sticks is relatively less. Considering the various factors, Arun decides to venture into this line of business by setting up a manufacturing unit in Mysore.
- In the context of the above case:
- a) Identify the above case
b) Identify the three factors mentioned in the paragraph that are likely to affect the working capital requirements of his business.
34. List out promotional message given on the package of any three consumer products of your choice and comment how these promotional messages helps in the sale of these products.
35. Explain in brief any four objections against advertising.
36. Explain any four ways in which the objective of consumer's protection can be achieved.

PART-D

VII. Answer any **three** of the following questions in **20-25** sentences each. Each question carries 8 marks: **(3 x 8 = 24)**

37. 'Management as an art and science are not mutually exclusive, but complement to each other'. Elucidate.
38. "The role of organisation is important for a business organisation to successfully achieve its goals" Explain the importance of organisation to justify this statement.
39. Briefly explain the four methods of On-the-Job training and any four methods of Off-the-job training.
40. Explain the principles of directory.
41. Explain any eight functions of Marketing.
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