

## Business Studies Previous Year Paper

Q1. Which of the following is not a factor affecting price mix?

- (a) Product cost
- (b) Labelling
- (c) Marketing methods used
- (d) The utility and demand

Q2. The objections to advertising do not include:

- (a) Inflexibility
- (b) Confuses the buyers
- (c) Undermines social values
- (d) Adds to cost

Q3. The principle of division of work was given by \_\_\_\_\_

- (a) Henry Fayol
- (b) Henry Lawrence Gantt
- (c) Frederick Taylor
- (d) Mc-Gregor

Q4. Which of the following is NOT a need under Maslow's Need Hierarchy Theory of Motivation?

- (a) Esteem needs
- (b) Belongingness needs
- (c) Need for security
- (d) Need for power

Q5. The rare collections of artwork or of antiques are examples of:

- (a) Convenience products
- (b) Shopping products
- (c) Non-Durable products
- (d) Speciality products

Q6. Performing activities correctly and at a minimum cost is called:

- (a) Efficiency
- (b) Effectiveness
- (c) Scarcity
- (d) Quality

Q7. Match **List-I** with **List-II**

List-I		List-II	
(A)	Formal Organization	(I)	Related and similar work is done in one department under one executive.
(B)	Functional Organization	(II)	Enterprises which have more than one category of products to offer.
(C)	Informal Organization	(III)	It refers to the organization which is deliberately designed.
(D)	Divisional Organization	(IV)	Refers to a network of social relationships.

Choose the **correct** answer from the options given below:

- (a) (A) - (I), (B) - (II), (C) - (III), (D) - (IV)
- (b) (A) - (I), (B) - (III), (C) - (II), (D) - (IV)
- (c) (A) - (III), (B) - (I), (C) - (IV), (D) - (II)
- (d) (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Q8. \_\_\_\_\_ is the orderly synchronization of group efforts to provide unity of action, in the pursuit of a common purpose.

- (a) Planning
- (b) Directing

- (c) Communication
- (d) Co-ordination

Q9. Which of the following is not a barrier to communication?

- (a) Semantic barriers
- (b) Physiological Barriers
- (c) Psychological barriers
- (d) Organizational barriers

Q10. The importance of controlling function of management includes:

- (A) Improves employee motivation
- (B) Accomplishes organizational objectives
- (C) Facilitates coordination
- (D) Initiates action in the organization

Choose the **correct** answer from the options given below:

- (a) (A), (B) and (D) only
- (b) (A), (B) and (C) only
- (c) (B), (C) and (D)
- (d) (B), (C) and (D) only

Q11. The process of assigning authority and responsibility to one's subordinates to manage a project is called:

- (a) Centralisation
- (b) Supervision
- (c) Delegation
- (d) Decentralisation

Q12. Any informal communication about company and personal matters outside the official network is called:

- (a) Diagonal communication
- (b) Non Verbal Communication
- (c) Verbal Communication
- (d) Grapevine

Q13. Identify the correct steps involved in the process of organizing.

- (A) Allotment of Duties
- (B) Establishing authority and reporting relationship
- (C) Departmentalization
- (D) Identification and Grouping of work

Choose the **correct** answer from the options given below:

- (a) (A), (B), (C), (D)
- (b) (A), (C), (B), (D)
- (c) (D), (C), (A), (B)
- (d) (C), (B), (D), (A)

Q14. The following are techniques of Scientific Management, except:

- (a) Functional foremanship
- (b) Standardisation
- (c) Differential piece wage system
- (d) Initiative

Q15. Identify the potential limitations of Planning:

- (A) It increases the creativity.
- (B) Managers have poor planning knowledge and skills.
- (C) Sometimes plans to be drawn up take too much time.
- (D) The costs incurred sometimes may not justify the benefits derived from the plans.

Choose the **correct** answer from the options given below:

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- (a) (A), (B) and (D) only
- (b) (A), (B) and (C) only
- (c) (A), (B), (C) and (D)
- (d) (C) and (D) only

Q16. Communication barriers include:

- (A) Status
- (B) Technical jargon
- (C) Faulty translation
- (D) Distrust

Choose the **correct** answer from the options given below:

- (a) (A), (B) and (D) only
- (b) (A), (B) and (C) only
- (c) (A), (B), (C) and (D)
- (d) (B), (C) and (D) only

Q17. Which of the following are the elements of delegation?

- (A) Unity of Direction
- (B) Authority
- (C) Responsibility
- (D) Accountability

Choose the **correct** answer from the options given below:

- (a) (A), (B) and (D) only
- (b) (A), (B) and (C) only
- (c) (A), (B), (C) and (D)
- (d) (B), (C) and (D) only

Q18. Identify the correct sequence of needs as per Maslow's need hierarchy theory

- (A) Esteem needs
- (B) Affiliation needs
- (C) Self-actualization needs
- (D) Security needs

Choose the **correct** answer from the options given below:

- (a) (A), (B), (C), (D)
- (b) (D), (B), (A), (C)
- (c) (D), (A), (B), (C)
- (d) (C), (B), (D), (A)

Q19. The tendency to withhold a larger proportion of formal authority at higher levels of the management hierarchy is called:

- (a) Formalisation
- (b) Centralisation
- (c) Bureaucracy
- (d) Decentralisation

Q20. Match **List-I** with **List-II**

List-I		List-II	
(A)	Political Environment	(I)	Agricultural and industrial production trends
(B)	Economic Environment	(II)	Educational system and literacy rates
(C)	Legal Environment	(III)	Government regulations to protect consumer's interests
(D)	Social Environment	(IV)	The extent and nature of government intervention in business

Choose the **correct** answer from the options given below:

- (a) (A) - (IV), (B) - (II), (C) - (III), (D) - (I)

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- (b) (A) - (IV), (B) - (I), (C) - (III), (D) - (II)  
 (c) (A) - (I), (B) - (II), (C) - (IV), (D) - (III)  
 (d) (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Q21. Expansion of transportation and communication facilities is an example of:

- (a) Economic Environment  
 (b) Political Environment  
 (c) Social Environment  
 (d) Technical Environment

Q22. The mix between debt and owners fund is known as:

- (a) Financial Decision  
 (b) Working capital  
 (c) Fixed capital  
 (d) Capital structure

Q23. Match **List-I** with **List-II**

List-I		List-II	
(A)	Management of work	(I)	The functions of management are simultaneously performed by all the managers all the time.
(B)	Management of operations	(II)	The task of management is to make people work towards achieving the organization's goals.
(C)	Management is a continuous process	(III)	Management translates the work in terms of goals to be achieved and assigns the means to achieve it.
(D)	Management of people	(IV)	The production process requires input material and technology for transforming this input into desired output.

Choose the **correct** answer from the options given below:

- (a) (A) - (I), (B) - (II), (C) - (III), (D) - (IV)  
 (b) (A) - (I), (B) - (III), (C) - (II), (D) - (IV)  
 (c) (A) - (I), (B) - (II), (C) - (IV), (D) - (III)  
 (d) (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Q24. Other things remaining the same, an increase in the tax rate on corporate profits will:

- (a) make the debt relatively cheaper  
 (b) make the equity relatively cheaper  
 (c) have no impact on the cost of debt  
 (d) result in increase in profit

Q25. The function of management that requires taking decisions since it involves making a choice from alternative courses of action is known as:

- (a) Planning  
 (b) Coordination  
 (c) Organising  
 (d) Directing

Q26. Interpreting the same written message in different ways is an example of:

- (a) Semantic barrier  
 (b) Organizational barrier  
 (c) Time barrier  
 (d) Personal barrier

Q27. Identify the correct sequence of controlling process

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- (A) Identifying the deviations from the standards established.  
 (B) Measuring the performance of the employees.  
 (C) If there are deviations, corrective action is called for.  
 (D) Establishment of standards or targets against which the actual performance is measured.

Choose the **correct** answer from the options given below:

- (a) (A), (B), (C), (D)  
 (b) (D), (A), (B), (C)  
 (c) (D), (B), (A), (C)  
 (d) (C), (B), (D), (A)

Q28. . Match **List-I** with **List-II**

List-I		List-II	
(A)	Vestibule Training	(I)	Shifting the trainee from one department to another to give a broader understanding of the organization.
(B)	Job rotation	(II)	A joint programme of training in which educational institutions and business firms operate.
(C)	Apprenticeship programmes	(III)	Actual work environment is created and employees use the same equipment.
(D)	Internship training	(IV)	Put the trainee under the guidance of a master worker.

Choose the **correct** answer from the options given below:

- (a) (A) - (I), (B) - (II), (C) - (III), (D) - (IV)  
 (b) (A) - (I), (B) - (III), (C) - (II), (D) - (IV)  
 (c) (A) - (III), (B) - (I), (C) - (IV), (D) - (II)  
 (d) (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Q29. "Producing goods of predetermined specifications which helps in achieving uniformity and consistency in the output".

This statement is related to:

- (a) Standardisation  
 (b) Grading  
 (c) Packaging  
 (d) Labelling

Q30. Choose the correct order for the planning process.

- (A) Developing premises  
 (B) Selecting an alternative  
 (C) Setting objectives  
 (D) Identifying and evaluating the alternatives

Choose the **correct** answer from the options given below:

- (a) (A), (B), (C), (D)  
 (b) (A), (C), (B), (D)  
 (c) (C), (A), (D), (B)  
 (d) (C), (B), (D), (A)

Q31. The following are the points of need for training, except:

- (a) Enhances employee productivity  
 (b) Increases employee skills  
 (c) Facilitates coordination  
 (d) Increases employee morale

Q32. "It is a function of management that brings the management cycle back to the planning function." Identify the function.

- (a) Staffing  
 (b) Directing

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- (c) Coordination  
(d) Controlling

Q33. Which of the following are the objectives of Financial Planning?

- (A) To ensure availability of funds whenever required.  
(B) To see that the firm does not raise funds unnecessarily.  
(C) Helps to cope with business shocks.  
(D) Helps in minimizing cost of production.

Choose the **correct** answer from the options given below:

- (a) (A), (B) and (D) only  
(b) (A), (B) and (C) only  
(c) (A), (B), (C) and (D)  
(d) (B), (C) and (D) only

Q34. Which of the following is not a feature of management as an art?

- (a) Based on practice and creativity  
(b) Personalised application  
(c) Existence of theoretical knowledge  
(d) Restricted entry

Q35. Controlling and \_\_\_\_\_ are the inseparable twins of management.

- (a) Planning  
(b) Directing  
(c) Forecasting  
(d) Coordinating

Q36. "A variety of programmes designed to promote or protect a company's image and its individual products in the eyes of the public". This tool of promotion mix is:

- (a) Sales promotion  
(b) Personal selling  
(c) Advertising  
(d) Public relations

Q37. Choose the correct order in the process of setting up a business.

- (A) Scanning the environment for entrepreneurial opportunities  
(B) Assessment of feasibility of the idea and preparation of a business plan  
(C) Development of product/service  
(D) Appraisal by the funding agencies

Choose the **correct** answer from the options given below:

- (a) (A), (C), (B), (D)  
(b) (A), (B), (D), (C)  
(c) (C), (A), (D), (B)  
(d) (C), (B), (D), (A)

Q38. Match **List-I** with **List-II**

List-I	List-II
(A) Orientation	(I) choosing from among the pool of the prospective job candidates
(B) Recruitment	(II) facilitate employee learning
(C) Training and Development	(III) process of searching for prospective employees
(D) Selection	(IV) familiarising the person with the rules and policies of the organisation

Choose the **correct** answer from the options given below:

- (a) (A) - (I), (B) - (II), (C) - (III), (D) - (IV)  
(b) (A) - (IV), (B) - (III), (C) - (II), (D) - (I)  
(c) (A) - (I), (B) - (II), (C) - (IV), (D) - (III)  
(d) (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Q39. The following are part of entrepreneurial motivation, except:

- (a) Need for Achievement (N-Ach.)
- (b) Need for Power (N-Pow)
- (c) Need for Affiliation (N-Aff.)
- (d) Need for Profit (N-Pro)

Q40. Which of the following is not a feature of business environment?

- (a) Independent of one another
- (b) Complex
- (c) Specific and General forces
- (d) Dynamic nature

**Comprehension:**

**[41-45] Read the passage and answer the following question:**

Infosys, a leading IT services company, has long recognized its human resources as its most valuable asset. The company's innovative approach to human resource management has been a cornerstone of its success.

Under the leadership of Narayana Murthy, Infosys adopted a decentralized yet cohesive staffing strategy. The company created a culture of empowerment and inclusivity, which reflects Murthy's belief in transparency and leading by example. For instance, Infosys incorporates human resources into its balance sheet to emphasize their value. This unique approach underscores its belief that employees' skills, innovation, and leadership drive organizational success.

Infosys also innovated in its recruitment strategies by utilizing internal and external sources effectively. For external recruitment, Infosys uses employee referral programs, wherein current employees recommend potential candidates. This method is cost-effective and ensures cultural alignment of new hires.

Moreover, the company prioritizes training and development. Infosys established in-house training facilities to enhance employees' technical and managerial skills. The emphasis on continual learning is vital in the fast-changing IT industry, helping Infosys maintain its competitive edge.

However, challenges persist. The rapid pace of technological advancement and intense competition in the IT sector necessitate ongoing efforts to refine staffing and development processes. Infosys continuously evaluates its strategies to ensure alignment with organizational goals and employee aspirations.

Q41. What is a major challenge for Infosys in its staffing strategy?

- (a) High employee turnover
- (b) Rapid technological advancements
- (c) Lack of employee motivation
- (d) Limited budget for HR activities

Q42. What method does Infosys use to prepare employees for future roles?

- (a) In-house training programs
- (b) Outsourcing recruitment
- (c) Job rotation policies
- (d) Performance-based bonuses

Q43. The term "Recruitment" in the case study implies:

- (a) A negative process
- (b) A positive process
- (c) Divisible process
- (d) Strict process

Q44. Why does Infosys include human resources in its balance sheet?

- (a) To reduce taxes
- (b) To emphasize their value as assets
- (c) To comply with government regulations
- (d) To compare with competitors

Q45. What is a key benefit of Infosys's employee referral program?

- (a) It eliminates the need for external recruitment
- (b) It provides higher salaries to employees
- (c) It reduces the number of applicants
- (d) It ensures cultural alignment of new hires

**Comprehension:**

**[46-50] Read the passage and answer the following question:**

**Consumer Protection and Consumer Rights in India**

Ananya recently purchased a refrigerator from a well-known electronics store in her city. The salesperson assured her that the product came with a one-year warranty and free servicing. However, within two months, the refrigerator started making loud noises and failed to cool effectively. When Ananya contacted the store, the manager refused to honor the warranty and demanded additional payment for repairs,

Feeling cheated, Ananya decided to exercise her consumer rights. She researched the Consumer Protection Act, which provides a legal framework for addressing consumer grievances in India. Ananya learned about her rights, including the right to safety, the right to information, and the right to redressal.

She first wrote a formal complaint to the store, attaching a copy of the purchase receipt and warranty card. When the store did not respond, Ananya escalated the matter by filing a complaint with the District Consumer Disputes Redressal Commission (DCDRC). She submitted all necessary documents and explained how the store had violated her rights.

The DCDRC found the store guilty of unfair trade practices. The commission ordered the store to repair the refrigerator free of charge and pay Ananya compensation for mental harassment.

Q46. Where did Ananya file her complaint?

- (a) National Consumer Disputes Redressal Commission
- (b) District Consumer Disputes Redressal Commission
- (c) State Consumer Disputes Redressal Commission
- (d) Supreme Court

Q47. Which consumer right ensures that consumers can seek compensation for unfair practices?

- (a) Right to be Informed
- (b) Right to Redressal
- (c) Right to Choice
- (d) Right to Safety

Q48. What legal remedy Ananya can avail for resolving her issue?

- (a) Consumer Protection Act, 1976
- (b) Consumer Protection Act, 2019
- (c) Indian Contract Act
- (d) Indian Penal Code

Q49. What violation was the store found guilty of?

- (a) Selling defective products
- (b) Overcharging customers
- (c) Unfair trade practices
- (d) Violating environmental laws

Q50. What action did Ananya first take against the store?

- (a) Filed a police complaint
- (b) Contacted a lawyer
- (c) Wrote a formal complaint to the store
- (d) Protested outside the store