

**Q1.** \_\_\_\_\_ provide useful insights to managerial behaviour and influence managerial practices.

- (a) Organisational Objectives
- (b) Principles of Management
- (c) Leadership Traits
- (d) Dimensions of business environment

**Q2.** Which of the following are identified as features of a profession?

- (A) Well-defined body of knowledge
- (B) Existence of theoretical knowledge
- (C) Entry restricted on the basis of examination or education
- (D) Dominance of service motive

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

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

**Q3.** A very useful training method has been adopted by many training institutes since long by providing real work environment for trainees. This type of training is termed as:

- (a) Vestibule training
- (b) Programmed instruction
- (c) Internship training
- (d) Case Study

**Q4.** \_\_\_\_\_ is a philosophy that implies selective dispersal of authority because it propagates the belief that people are competent, capable and resourceful.

- (a) Span of management
- (b) Decentralisation
- (c) Centralisation
- (d) Democratic leadership style

**Q5.** If the workload of a manager is more than his capacity, which of the following can he use to offload the work?

- (a) Delegation of Authority
- (b) Span of management
- (c) Direct communication

(d) Close supervision

**Q6.** The sum total of all individuals, institutions and other forces that are outside the control of a business firm, but that may affect its performance is known as:

- (a) Business Management
- (b) Business Environment
- (c) Business Decision making
- (d) Entrepreneurship Development

**Q7.** Manju was shopping in a grocery store. She picked up a product and started searching for the FPO mark on the package. What was the product in her hand?

- (a) Pickle jar
- (b) Shirt
- (c) Bulb
- (d) Gold necklace

**Q8.** Controlling improves future \_\_\_\_\_ by providing information derived from past experience.

- (a) Controlling
- (b) Coordinating
- (c) Communication
- (d) Planning

**Q9.** Which of the following factor is NOT responsible for emergence of entrepreneurship?

- (a) Education
- (b) Family Background
- (c) Government Support
- (d) Future Certainty

**Q10.** Arrange the following steps of organising process in a logical order.

- (A) Grouping similar activities
- (B) Dividing the work according to the plan
- (C) Establishing clear relationships to create a hierarchal structure
- (D) Allocating work to various employees

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

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

(c) (B), (A), (D), (C)

(d) (C), (B), (D), (A)

**Q11. Match the items in List I with relevant items in List II**

List I	List II
(A) Strategy	(I) Prescribed way of doing a task
(B) Method	(II) Detailed statements about a project
(C) Programme	(III) Exact manner in which a particular activity is to be done
(D) Procedure	(IV) Comprehensive plan for accomplishing objectives

Choose the correct answer from the options given below:

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

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

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

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

**Q12. \_\_\_\_\_ ensures judging the accuracy of the standards.**

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

**Q13.** Paras developed a negative attitude towards his work because of his unsatisfactory performance appraisal. Which of the following may help him to change his attitude?

- (a) Transfer
- (b) Leave
- (c) Motivation
- (d) Coordination

**Q14.** Which of the following cannot be a characteristic of an entrepreneur?

- (a) Desire to Succeed
- (b) Risk averse
- (c) Innovative
- (d) Leader

**Q15.** Arrange the following stages of motivation in order.

- (A) Unsatisfied need
- (B) Search behavior
- (C) Drives
- (D) Reduction of tension

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

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

**Q16. Match List-I with List-II**

List-I (Principles)	List-II (Statement)
(A) Equity	(I) To ensure obedience to organizational rules
(B) Unity of direction	(II) Kindliness and justice in the behavior of managers towards workers
(C) Order	(III) A group of activities with common objectives must have one head and one plan
(D) Discipline	(IV) Every employee must be in his appointed place

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

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

**Q17. Which of the following statement is true regarding the nature of Management?**

- (a) It has features of both Science and Art.
- (b) It is not an Art.
- (c) It is an exact Science.
- (d) It is a fully recognized Profession.

**Q18. 'Compensation refers to all forms of pay or rewards going to employees where some payments are direct and some are indirect'.**

An indirect payment is:

- (a) Bonus
- (b) Daily Incentive
- (c) Commission
- (d) Employer paid Insurance

**Q19. Controlling is important for the following reasons:**

- (A) Judging Accuracy of Standards
- (B) Ensuring creativity in the organisation

- (C) Facilitating Coordination in Action
- (D) Making Efficient Use of Resources

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) (A), (C) and (D) only

**Q20.** Which of the following is a function that brings the management cycle back to the planning function?

- (a) Organising
- (b) Coordinating
- (c) Controlling
- (d) Directing

**Q21.** \_\_\_\_\_ involves synchronisation of the different actions or efforts of the various units of an organization by providing the requisite amount, quality, timing and sequence of efforts which ensures that planned objectives are achieved with a minimum of conflict.

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

**Q22.** Planning is an important function of management which involves defining the following:

- (A) Setting objectives
- (B) Deciding on plans, actions and strategies to achieve organisational goals
- (C) Allocating and arranging resources
- (D) Motivating and inspiring people to perform better

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

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

**Q23.** The importance of consumer protection from the business point of view includes:

- (A) Social responsibility
- (B) Government intervention

- (C) Business uses its own resources
- (D) Long term interest of business

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

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

**Q24.** Which of the following are the limitations of internal sources of recruitment?

- (A) The scope for induction of fresh talent is reduced.
- (B) Employees are motivated to improve their performance.
- (C) The employees may not take challenging tasks if they are sure of time-bound promotions.
- (D) Internal recruitment may boost the competitive environment in the organisation.

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

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

**Q25.** Arrange the following stages of staffing process in the correct order.

- (A) Searching for employees and stimulating them to apply
- (B) Issuing offer letter
- (C) Giving a brief presentation about the company
- (D) Determining the number of personnel required for vacant positions

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

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

**Q26. Match List-I with List-II**

List-I	List-II
(A) Supervision	(I) Process of exchange of ideas, views, facts, feelings etc
(B) Motivation	(II) Encouraging subordinates with zeal to work
(C) Leadership	(III) Direct and immediate guidance and control of subordinates

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(D) Communication	(IV) Guiding and influencing the work of subordinates in desired direction
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Choose the **correct** answer from the options given below:

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

**Q27. Match List-I with List-II**

List-I (Importance of Organising)	List-II (Description)
(A) Development of personnel	(I) Survive and grow in spite of changes
(B) Adaptation to change	(II) Stimulating creativity amongst the managers
(C) Expansion and growth	(III) Clear description of jobs to avoid confusion
(D) Effective administration	(IV) Allowing a business enterprise to add more job positions and departments

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

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

**Q28.** \_\_\_\_\_ is a continuous process because new jobs may be created and some of the existing employees may leave the organisation.

- (a) Planning
- (b) Organising
- (c) Staffing
- (d) Controlling

**Q29. Match the items in List-I with relevant items in List-II**

List-I (Business Environment)	List-II (Dimension)
(A) Economic	(II) Construction companies prefer low longer-term interest rates
(B) Social	(IV) Rise in demand for goods during festivals
(C) Legal	(I) KYC compliance is mandatory in mutual funds investment
(D) Political	(III) The government maintains general stability and peace in the country

**Options**

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

**Q30.** AMPM is a reputed wristwatch company. Foreseeing the changing trend, the management of the company decided to manufacture smartwatches. This feature of management suggests that:

- (a) Management is all pervasive.
- (b) Management is a continuous function.
- (c) Management is a dynamic function.
- (d) Management is an intangible force.

**Q31.** Which of the following states that a specific and definite action is to be taken or not to be taken?

- (a) Rule
- (b) Policy
- (c) Strategy
- (d) Procedure

**Q32.** Arrange the following steps of planning process in a logical sequence:

- (A) Making certain assumptions about the future
- (B) Selecting the best possible and viable alternative
- (C) Weighing the pros and cons of each alternative
- (D) Monitoring the plan to ensure that objectives are achieved

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

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

**Q33.** Arrange the following steps of controlling process in a correct sequence:

- (A) Correcting the situation in accordance with the decision.
- (B) Projecting the future and determining the goals and standards of performance.
- (C) Measuring and comparing the work in terms of control standards.
- (D) Promptly investigating the causes of the deviation.

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

- (a) (B), (C), (D), (A)

(b) (A), (C), (B), (D)

(c) (B), (A), (D), (C)

(d) (C), (B), (D), (A)

**Q34.** Which of the following is NOT an aspect of staffing?

(a) Training

(b) Authority

(c) Recruitment

(d) Selection

**Q35.** Which of the following is related to economic dimension of business environment?

(a) Modes of transportation communication facilities

(b) Life expectancy and expectations from the workforce

(c) Legislations passed by the government and regulations laid down by government authorities

(d) Technological developments and innovations

**Q36.** Which of the following cannot file a complaint under the consumer protection act 2019?

(a) An ignorant consumer

(b) A person who obtains the goods without any consideration

(c) Legal heir of a deceased consumer

(d) Central government

**Q37.** \_\_\_\_\_ involves setting objectives, developing appropriate courses of action and providing a rational approach to achieve these objectives.

(a) Planning

(b) Organising

(c) Coordination

(d) Controlling

**Q38.** Which of the following can NOT be considered as an element of directing?

(a) Coordination

(b) Motivation

(c) Communication

(d) Supervision

**Q39.** "Standardisation refers to the process of setting standards for every business activity; it can be standardisation of process, raw material, time, product, machinery, methods or working conditions". The phenomenon of standardisation was specified by:

- (a) Koontz
- (b) Maslow
- (c) F.W. Taylor
- (d) Henry Fayol

**Q40.** \_\_\_\_\_ in management is concerned with doing the right task, completing activities and achieving goals.

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

**Comprehension:**

**Directions (41 - 45) Read the passage and answer the following questions:**

Aroma Coffee House, a boutique café, aims to expand its brand by focusing on the marketing mix. The product is its artisanal coffee, known for unique flavors and organic ingredients. The café ensures appealing packaging, using recyclable and aesthetically designed coffee bags to align with eco-conscious consumers. Its branding strategy emphasizes sustainability and local community support, making it a trusted choice.

The pricing is premium, reflecting the high quality of the coffee beans and exclusivity. They also apply psychological pricing, like \$4.99, to appeal subtly. The place involves both a cozy café experience and an online delivery service to cater to a broader audience. For promotion, Aroma relies on social media marketing, influencer collaborations, and loyalty programs.

In line with their marketing philosophy, the café follows a societal marketing concept, prioritizing the welfare of customers and the environment. For instance, they source coffee ethically and support local farmers. Their labeling highlights critical attributes like "organic," "fair trade," and "hand-roasted," catering to health-conscious customers while ensuring clarity and compliance with regulations.

Aroma's integrated approach ensures its appeal to both loyal customers and new markets, balancing ethics with profitability.

**Q41.** What does labeling provide to customers?

- (a) Packaging Design
- (b) Product Information
- (c) Product Protection
- (d) Enhances quality of the product

Q42. What is Aroma Coffee House’s primary branding focus?

- (a) Cost effectiveness
- (b) Sustainability
- (c) Luxury
- (d) Speed

Q43. What type of packaging does Aroma Coffee House use?

- (a) Plastic bags
- (b) Recyclable materials
- (c) Aluminium Cans
- (d) Glass Jars

Q44. Which of the following is NOT a component of Marketing Mix?

- (a) Product
- (b) Price
- (c) Placement
- (d) Promotion

Q45. Which marketing mix component involves advertising?

- (a) Product
- (b) Price
- (c) Place
- (d) Promotion



**Comprehension:**

**Directions (46 - 47) Read the passage and answer the following questions:**

GreenTech Solutions, a renewable energy company, focuses on achieving financial stability and growth through robust financial management. The company ensures efficient allocation of business finance to expand operations, adopt new technology, and maintain a competitive edge. Its financial planning is centered on long-term sustainability, balancing profitability with eco-friendly initiatives.

To optimize its capital structure, GreenTech maintains a balanced mix of debt and equity, minimizing the cost of capital while ensuring financial flexibility. The firm undertakes thorough capital budgeting processes to evaluate projects like setting up new solar farms, ensuring only viable investments are pursued. Tools like Net Present Value (NPV) and Internal Rate of Return (IRR) guide decision-making.

GreenTech’s dividend decision aligns with its growth strategy. While retaining a significant portion of earnings for reinvestment, the company ensures consistent dividends to satisfy shareholders. This approach strengthens investor confidence while funding expansion plans.

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Efficient working capital management ensures smooth day-to-day operations. By optimizing cash flow, managing inventory, and negotiating favorable credit terms with suppliers, GreenTech avoids liquidity issues while meeting short-term obligations.

Through prudent financial strategies, GreenTech achieves its goal of profitability and sustainability, setting an example in the renewable energy sector.

Q46. What is the primary goal of financial management?

- (a) Maximizing revenue
- (b) Maximizing shareholders' wealth
- (c) Minimizing expenses
- (d) Expanding the business

Q47. What does GreenTech prioritize in working capital management?

- (a) Expanding inventory
- (b) Eliminating liabilities
- (c) Increasing dividends
- (d) Optimising cashflow

Q48. Which process evaluates the viability of long-term investment projects?

- (a) Capital Budgeting
- (b) Working capital management
- (c) Dividend decisions
- (d) Financial leverage

Q49. Which component is NOT a part of GreenTech's financial management?

- (a) Pricing Strategy
- (b) Capital Structure
- (c) Financial Leverage
- (d) Dividend decisions

Q50. Financial Planning of a company is essentially known as \_\_\_\_\_?

- (a) Finance
- (b) Financial blueprint
- (c) Shareholders' wealth
- (d) Operations management