

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** type 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) At which stage of the Selection Procedure is the *minimum qualification* of recruited candidates checked? [1]
- (ii) Name the *first need* as given in Maslow's Hierarchy of Human Needs. [1]
- (iii) Which system of wage payment is supported by the Trade Unions? [1]
- (iv) The Ministry of Corporate Affairs has sent the Certificate of Incorporation to ABC Ltd. via an email. Which online means of business has been used by the Ministry? [1]
- (v) What does the abbreviation HRA stand for? [1]
- (vi) Job Specification is a written statement of the _____ required for performing a job. [1]
- (vii) _____ means integrating the economy of a country with the world economy. [1]
- (viii) _____ means getting high end knowledge work done from an outside agency to improve the efficiency and quality of business. [1]
- (ix) _____ is a sheet containing full information related to the pay of all the employees working in the organisation. [1]

- (x) Which one of the following is a benefit of *e-recruitment*? [1]
- (a) The cost of recruitment per candidate is high.
 - (b) It requires investment in creating websites and portals.
 - (c) It weeds out the unqualified candidates through filters in the system.
 - (d) Trade unions support e-recruitment.
- (xi) Which of the following is **NOT** a component of the *360-degree appraisal*? [1]
- (a) Self Appraisal
 - (b) Industry Appraisal
 - (c) Peer Appraisal
 - (d) Superior Appraisal
- (xii) With reference to *regulators*, identify the odd one out of the following: [1]
- (a) RBI
 - (b) LIC
 - (c) IRDA
 - (d) FSSAI
- (xiii) State whether the following statements are True or False:
- (a) A Public Limited Company should have a minimum number of two members. [1]
 - (b) Sound policies and practices of management are morale depressants. [1]
 - (c) Under the democratic leadership style, the leader gives complete freedom to his followers. [1]
 - (d) Job Training is given to the new employees to familiarise them with the organisation. [1]

SECTION B – 32 MARKS

Question 2 [4]

- (i) State *any four* merits of seniority-based promotion.

OR

- (ii) Name and explain *any two* types of Reports.

Question 3 [4]

State *any two* professional and *any two* social significances of Human Resource Management.

Question 4 [4]

Money is not the only motivation for an employee.

With reference to the above statement, name and explain *any two* non-monetary incentives of motivation.

Question 5 [4]

(i) Briefly explain *any two* intermediaries of SEBI.

OR

(ii) Briefly explain the *two* types of retirement.

Question 6

With reference to the *selection procedure*, explain the significance of:

(i) Application Blank. [2]

(ii) Medical Examination. [2]

Question 7 [4]

Oral communication is often considered a non-reliable medium that has no legal proof. However, it remains the most popular method of communication in organisations

Give *any four* reasons to support the above statements.

Question 8

(i) What is the meaning of *e-business*? [1]

(ii) State *any three* features of e-business. [3]

Question 9

- (i) What is meant by *outsourcing*? [2]
- (ii) Name and explain *any two* parties involved in outsourcing. [2]

SECTION C – 32 MARKS

Question 10

- (i) Define *remuneration*. [2]
- (ii) State *any six* distinctions between the *Time Rate System* and *Piece Rate System* of wage payment. [6]

Question 11

- (i) (a) State *any four* differences between *Angel Investors* and *Venture Capitalists*. [4]
- (b) Briefly explain the process of financing a business through *Retained Profits* and *Crowd Funding*. [4]

OR

- (ii) Blake and Mouton have identified five combinations in their graphic model of alternative combinations of leadership styles or behaviours. [8]
- With reference to the above statement, explain *any four* such combinations.

Question 12 [8]

Draft an interview letter for the post of Operations Manager in an MNC.

Question 13

Big Zenith Ltd. is a highly reputed company that has recently made some new appointments.

The new employees were very happy on being recruited. In an informal gathering, they shared how they were recruited by the organisation. Mr. Abrar Ahmed, Senior Sales Manager said that he was vertically shifted to the post. Mr. Aman Varma said that he was introduced to the company by the present Sales Manager Mr. John D'Costa. Ms. Renu Arora said that she had applied through the newspaper

and was appointed as Assistant HR Manager. Ms. Sarah Johnson said that she was directly recruited from IIM Ahmedabad when she was in the last semester of PGDBM.

Identify and briefly explain the *source of recruitment* used for:

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|-------|--------------------|-----|
| (i) | Mr. Abrar Ahmed. | [2] |
| (ii) | Mr. Aman Varma. | [2] |
| (iii) | Ms. Renu Arora. | [2] |
| (iv) | Ms. Sarah Johnson. | [2] |