

Section : Business Studies

Q.1 Which of the following are the characteristics of Formal Organization?

- (A) It is directed by rules.
- (B) Communication takes place through the scalar chain.
- (C) Arises as a result of company rules and policies.
- (D) Leaders may or may not be managers. They are chosen by the group.

Choose the correct answer from the options given below:

- 1. (A), (B) and (D) only
- 2. (A), (B) and (C) only
- 3. (A), (B), (C) and (D)
- 4. (B), (C) and (D) only

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.2 Arrange the process of setting up a business in the correct sequence.

- (A) Assessment of feasibility of the idea
- (B) Development of product
- (C) Project commissioning and launch
- (D) Appraisal by the funding agencies

Choose the correct answer from the options given below:

- 1. (A), (B), (C), (D)
- 2. (D), (C), (B), (A)
- 3. (B), (A), (D), (C)
- 4. (C), (B), (D), (A)

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.3 Arrange the steps of organising process in correct sequence.

- (A) Departmentalisation
- (B) Assignment of duties
- (C) Establishing reporting relationship
- (D) Identification and division of work

Choose the correct answer from the options given below:

- 1. (A), (B), (C), (D)
- 2. (A), (C), (B), (D)
- 3. (D), (A), (B), (C)
- 4. (C), (B), (D), (A)

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.4 Which of the following is concerned with obtaining, utilizing and maintaining a satisfactory and satisfied work force?

- 1. Staffing
- 2. Controlling
- 3. Directing
- 4. Planning

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.5 Which structure among the following is an organizational design that groups similar or related jobs together for occupational specialization?

- 1. Divisional structure
- 2. Specialized structure
- 3. Functional structure
- 4. Vertical structure

Options 1. 1

2. 2
3. 3
4. 4

Q.6 Which of the following principles emphasizes minimizing waste and improving efficiency?

1. Initiative
2. Esprit de Corps
3. Science, not rule of thumb
4. Authority and Responsibility

Options 1. 1

2. 2
3. 3
4. 4

Q.7 Arrange the following steps of the planning process adopted by XYZ Ltd. in the correct sequence.

(A) XYZ Ltd. has decided to increase their sales by 20% in the financial year 2025-26.

(B) After carefully considering the alternatives, they have decided to try selling their products through e-commerce websites.

(C) After registering with the e-commerce websites, the plan will become operational.

(D) XYZ Ltd. has identified three options: increase in price, use of social media influencers for promotion and selling through e-commerce websites.

Choose the correct answer from the options given below:

1. (A), (B), (C), (D)
2. (A), (D), (B), (C)
3. (B), (A), (D), (C)
4. (C), (B), (D), (A)

Options 1. 1

2. 2
3. 3
4. 4

Q.8 Which of the following roles is performed by middle-level management?

1. Setting organizational goals
2. Translating policies into action
3. Supervising daily activities
4. Preparing strategic plans

Options 1. 1

2. 2
3. 3
4. 4

Q.9 That part of a brand which can be recognized but is non-utterable is called:

1. Brand Mark
2. Trade Mark
3. Brand Name
4. Patent

Options 1. 1

2. 2
3. 3
4. 4

Q.10 Which of the following are the Importance of Decentralization of Organization?

(A) Quick decision-making

(B) Develops managerial talent for the future

(C) Relief to top management

(D) Decision-making authority is retained by higher management levels

Choose the correct answer from the options given below:

1. (A), (B) and (D) only

- 2. (A), (B) and (C) only
- 3. (A), (B), (C) and (D)
- 4. (B), (C) and (D) only

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.11 Which of the following is not a factor affecting price determination?

- 1. Order processing
- 2. Marketing methods used
- 3. Pricing objectives
- 4. Government and legal regulations

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.12 Which among the following aims at smooth operations by focusing on fund requirements and their availability in the light of financial decisions?

- 1. Financial planning
- 2. Working capital decision
- 3. Capital structure
- 4. Budgeting

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.13 Which of the following are classified as Consumer Products on the basis of shopping efforts involved?

- (A) Shopping Products
- (B) Specialty Products
- (C) Capital items
- (D) Convenience Products

Choose the correct answer from the options given below:

- 1. (A), (B) and (D) only
- 2. (A), (B) and (C) only
- 3. (A), (B), (C) and (D)
- 4. (B), (C) and (D) only

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.14 Which of the following is a comprehensive plan for accomplishing organizational objectives?

- 1. Policy
- 2. Strategy
- 3. Standing plan
- 4. Programme

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.15 Which technique of Scientific Management is used to determine the best way of doing a task?

- 1. Motion Study
- 2. Time Study
- 3. Fatigue Study
- 4. Method Study

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.16 The “gangplank” in the Scalar Chain principle emphasizes:

- 1. Strict adherence to the chain of authority
- 2. Overlapping roles and responsibilities
- 3. Centralization of decision-making
- 4. Direct communication for urgent matters

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.17 Which of the following statements are true about management?

- (A) Management is required at all levels of the organization.
- (B) Management is only necessary for profit-making organizations.
- (C) Management is a complex activity.
- (D) Management is both an art and a science.

Choose the correct answer from the options given below:

- 1. (A), (B) and (D) only
- 2. (A), (C) and (D) only
- 3. (A), (B), (C) and (D)
- 4. (B), (C) and (D) only

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.18 Which function of management is considered as the “thinking function”?

- 1. Planning
- 2. Organizing
- 3. Controlling
- 4. Directing

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.19 List-I List-II

Staffing and its aspects

- | | |
|-----------------|--|
| (A) Selection | (I) Identification and attraction |
| (B) Staffing | (II) Acquainting and skill development |
| (C) Recruitment | (III) Assessment, evaluation and final match |
| (D) Training | (IV) Managerial function of filling and keeping filled the positions in the organisation structure |

Choose the correct answer from the options given below:

- 1. (A) - (I), (B) - (II), (C) - (III), (D) - (IV)
- 2. (A) - (I), (B) - (III), (C) - (II), (D) - (IV)
- 3. (A) - (I), (B) - (II), (C) - (IV), (D) - (III)
- 4. (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.20 Arrange the following needs of Maslow’s need hierarchy theory in reverse chronological order.

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

Choose the correct answer from the options given below:

1. (C), (B), (A), (D)
2. (A), (B), (C), (D)
3. (B), (A), (D), (C)
4. (C), (B), (D), (A)

Options 1. 1

2. 2
3. 3
4. 4

Q.21 List-I List-II
 Entrepreneurial Explanation
 Motivation

- | | |
|-----------------------------------|--|
| (A) Need for Affiliation (N-Aff.) | (I) It is a desire for independence and being responsible and accountable to oneself |
| (B) Need for Achievement (N-Ach.) | (II) It is concerned about influencing people or the behavior of others for moving in the chosen direction |
| (C) Need for Autonomy (N-Aut.) | (III) Desire to carry on the tradition of business in the family and the community to which one belongs |
| (D) Need for Power (N-Pow.) | (IV) It implies a desire to accomplish something difficult |

Choose the correct answer from the options given below:

1. (A) - (I), (B) - (II), (C) - (III), (D) - (IV)
2. (A) - (I), (B) - (III), (C) - (II), (D) - (IV)
3. (A) - (I), (B) - (II), (C) - (IV), (D) - (III)
4. (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Options 1. 1

2. 2
3. 3
4. 4

Q.22 What is the focus of "Functional Foremanship"?

1. Esprit de Corps
2. Specialization in supervising functions
3. Unity of Command
4. Scalar Chain

Options 1. 1

2. 2
3. 3
4. 4

Q.23 List-I List-II
 Types of Plan Explanation

- | | |
|-------------|--|
| (A) Policy | (I) Provide the prescribed ways or manner in which a task has to be performed |
| (B) Rules | (II) It is a plan which quantifies future activities |
| (C) Methods | (III) General statements that guide thinking or channelize energy towards a particular direction |
| (D) Budget | (IV) Specific statements that inform what is to be done |

Choose the correct answer from the options given below:

1. (A) - (I), (B) - (II), (C) - (III), (D) - (IV)
2. (A) - (I), (B) - (III), (C) - (II), (D) - (IV)
3. (A) - (I), (B) - (II), (C) - (IV), (D) - (III)

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

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.24 Organizational structure is the outcome of which process?

- 1. Planning
- 2. Directing
- 3. Organising
- 4. Controlling

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.25 Which among the following refers to the increase in profit earned by the equity shareholders due to the presence of fixed financial charges?

- 1. Trading on Equity
- 2. Trading on Debt
- 3. Trading on Capital
- 4. Trading on Working Capital

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.26 According to whom?

“Delegation is the entrustment of responsibility and authority to another and the creation of accountability for performance.”

- 1. Louis Allen
- 2. Theo Haimman
- 3. Danial R. Gilbert
- 4. A.F. James

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.27 Oral presentation of a message in the form of conversation with one or more prospective customers for the purpose of making sales is known as:

- 1. On-line Selling
- 2. Sales promotion
- 3. Personal Selling
- 4. Tele Marketing

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.28 Which of the following principles emphasizes that subordinates should report to one and only one superior?

- 1. Unity of Direction
- 2. Order
- 3. Authority and Responsibility
- 4. Unity of Command

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.29 In which method of on-the-job training, the trainee is kept under the guidance of a master worker?

1. Vestibule training
2. Apprenticeship
3. Job Rotation
4. Simulation

Options 1. 1

2. 2
3. 3
4. 4

Q.30 List-I

Concept

(A) Working Capital

(B) Financial Management

(C) Capital Structure

(D) Financial Planning

List-II

Meaning

(I) It refers to the mix between owners and borrowed funds for the sources of business finance.

(II) It is essentially preparation of a financial blueprint for an organization's future operations.

(III) This investment facilitates smooth day-to-day operations of the organization.

(IV) It is concerned with optimal procurement as well as usage of finance.

Choose the correct answer from the options given below:

1. (A) - (I), (B) - (II), (C) - (III), (D) - (IV)
2. (A) - (I), (B) - (III), (C) - (II), (D) - (IV)
3. (A) - (I), (B) - (II), (C) - (IV), (D) - (III)
4. (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Options 1. 1

2. 2
3. 3
4. 4

Q.31 Which of the following is NOT a feature of management?

1. Management is a goal-oriented process.
2. Management is a group activity.
3. Management is not pervasive.
4. Management is dynamic.

Options 1. 1

2. 2
3. 3
4. 4

Q.32 Which dimension of the business environment includes legislation passed by the government, court judgments etc.?

1. Political Environment
2. Social Environment
3. Economic Environment
4. Legal Environment

Options 1. 1

2. 2
3. 3
4. 4

Q.33 Arrange the stages of the selection process in the correct sequence.

- (A) Employment Interview
- (B) Selection Test
- (C) Preliminary Screening
- (D) Reference and Background Checks

Choose the correct answer from the options given below:

1. (A), (B), (C), (D)
2. (A), (C), (B), (D)
3. (B), (A), (D), (C)
4. (C), (B), (A), (D)

Options 1. 1

2. 2
3. 3
4. 4

Q.34 Setting objectives for a given time period, formulating various courses of action to achieve them, and then selecting the best possible alternative from among the various courses of action available is known as:

1. Controlling
2. Organising
3. Planning
4. Directing

Options 1. 1

2. 2
3. 3
4. 4

Q.35 Identify the types of direct financial payment from the options given below?

1. Time based or Performance based
2. Compensation or Salary
3. Wages or Salary
4. Wages or Compensation

Options 1. 1

2. 2
3. 3
4. 4

Q.36 The formula to compute the Interest Coverage ratio is:

1. EBIT/Interest
2. EBT/Interest
3. Interest/EBIT
4. Interest/EBT

Options 1. 1

2. 2
3. 3
4. 4

Q.37 Which of the following are the basic features of Science?

- (A) Systematized body of knowledge
- (B) Universal validity
- (C) Based on practice and creativity
- (D) Principles based on experimentation

Choose the correct answer from the options given below:

1. (A), (B) and (D) only
2. (A), (B) and (C) only
3. (A), (B), (C) and (D)
4. (B), (C) and (D) only

Options 1. 1

2. 2
3. 3
4. 4

Q.38 Which concept of financial management affects both the profitability and the financial risk?

1. Financial planning
2. Capital structure
3. Working capital
4. Fixed capital

Options 1. 1

2. 2
3. 3

Q.39 Analyse the statements given below and identify which of the following is not the role of Consumer Organisations and NGOs?

1. Taking an initiative in filing cases in consumer courts in interest of general public
2. Withdraw the hazardous goods from sale
3. Organising training programmes and seminars etc. to educate the general public
4. Providing legal assistance to consumers

Options 1. 1

2. 2
3. 3
4. 4

Q.40 List-I List-II (Explanation)

Four Ps
of
marketin
g

- | | |
|-------------------|--|
| (A) Place | (I) It includes activities that communicate the availability, features, merits, etc., of the products to the target customers and persuade them to buy them. |
| (B) Price | (II) 'Anything of value' which is offered to the market for sale. |
| (C) Promotio
n | (III) The amount of money customers have to pay to obtain the product. |
| (D) Product | (IV) It includes activities that make the firm's products available to the target customers. |

Choose the correct answer from the options given below:

1. (A) - (I), (B) - (II), (C) - (III), (D) - (IV)
2. (A) - (I), (B) - (III), (C) - (IV), (D) - (II)
3. (A) - (I), (B) - (III), (C) - (IV), (D) - (II)
4. (A) - (IV), (B) - (III), (C) - (I), (D) - (II)

Options 1. 1

2. 2
3. 3
4. 4

Q.41 Aditi is the manager of a growing manufacturing company called ShineTech Pvt. Ltd. The company specializes in producing eco-friendly household appliances. Over the past year, the company has faced several challenges, including delayed deliveries, inconsistent product quality, and rising costs. These issues impacted customer satisfaction and reduced profits.

To address these challenges, Aditi decided to strengthen the controlling function in the organization. She introduced a system of performance standards, clearly defined goals, and a method to regularly monitor progress. For instance, production efficiency was set at 95%, customer complaints were to be reduced by 20%, and delivery deadlines had to be met 95% of the time. She ensured that each department understood their specific standards.

Aditi also implemented a weekly review system where the team could assess their performance against the standards. Any deviations were identified, and corrective actions were taken immediately. For instance, when it was found that the quality control team was understaffed, Aditi hired additional inspectors and provided training.

Moreover, Aditi used technology to track performance in real-time. She introduced an automated system for inventory management to reduce wastage and monitor production schedules closely. This system helped ShineTech Pvt. Ltd. streamline operations and identify areas of improvement quickly.

The main focus of Aditi is on which function of management?

1. Directing
2. Organizing

3. Controlling

4. Planning

Options 1. 1

2. 2
3. 3
4. 4

Q.42 Aditi is the manager of a growing manufacturing company called ShineTech Pvt. Ltd. The company specializes in producing eco-friendly household appliances. Over the past year, the company has faced several challenges, including delayed deliveries, inconsistent product quality, and rising costs. These issues impacted customer satisfaction and reduced profits.

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What corrective action did Aditi take for the quality control team?

1. Reduced workload
2. Hired more inspectors and provided training
3. Outsourced quality control
4. Closed the quality control department

Options 1. 1

2. 2
3. 3
4. 4

Q.43 Aditi is the manager of a growing manufacturing company called ShineTech Pvt. Ltd. The company specializes in producing eco-friendly household appliances. Over the past year, the company has faced several challenges, including delayed deliveries, inconsistent product quality, and rising costs. These issues impacted customer satisfaction and reduced profits.

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What did Aditi first introduce to address the problems?

1. Increased production
2. Performance standards and goals
3. New product lines
4. A marketing campaign

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

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"Aditi also implemented a weekly review system where the team could assess their performance against the standards." Which step of management function is highlighted in these lines?

1. Setting Standards
2. Measuring Actual Performance
3. Corrective Measure
4. Comparing actual performance with standards

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Q.45 Aditi is the manager of a growing manufacturing company called ShineTech Pvt. Ltd. The company specializes in producing eco-friendly household appliances. Over the past year, the company has faced several challenges, including delayed deliveries, inconsistent product quality, and rising costs. These issues impacted customer satisfaction and reduced profits.

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"When it was found that the quality control team was understaffed, Aditi hired additional inspectors and provided training". Which step of management function is highlighted in these lines?

1. Setting Standards
2. Taking corrective action
3. Analyzing Deviations
4. Comparing actual performance with standards

Options 1. 1

2. 2

3. 3

4. 4

Q.46 Rahul is the CEO of BrightSpark Ltd., a company manufacturing LED lighting solutions. The company recently launched a new line of smart LED bulbs with advanced features, expecting a surge in demand. However, after the launch, the sales were not meeting expectations, and employee morale seemed low.

Firstly, Rahul identified that there was a lack of proper communication between the marketing and production teams. He called a meeting to clearly communicate the company's goals and expectations for the new product.

Rahul appointed Priya, a senior manager, to act as a supervisor for the marketing team. Priya's job was to oversee day-to-day activities, guide the team, and resolve any conflicts. Her presence ensured that tasks were completed on time and in alignment with the company's objectives. She also provided feedback and recognized the efforts of team members, which boosted their morale.

Rahul implemented a reward system where employees exceeding their targets would receive incentives. Additionally, training sessions were organized to improve employees' skills and confidence in handling the advanced features of the new product.

Rahul identified that there was a lack of proper communication between the marketing and production teams". Which concept of management is lacking here in these lines?

1. Planning
2. Decentralisation
3. Coordination
4. Controlling

Options 1. 1

2. 2

3. 3

4. 4

Q.47 Rahul is the CEO of BrightSpark Ltd., a company manufacturing LED lighting solutions. The company recently launched a new line of smart LED bulbs with advanced features, expecting a surge in demand. However, after the launch, the sales were not meeting expectations, and employee morale seemed low.

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Rahul implemented a reward system where employees exceeding their targets would receive incentives. Additionally, training sessions were organized to improve employees' skills and confidence in handling the advanced features of the new product.

What motivational tool did Rahul implement?

1. Flexible working hours
2. A strict disciplinary policy
3. A reward system for exceeding targets
4. Job rotation

Options 1. 1

2. 2

3. 3

4. 4

Q.48 Rahul is the CEO of BrightSpark Ltd., a company manufacturing LED lighting solutions. The company recently launched a new line of smart LED bulbs with advanced features, expecting a surge in demand. However, after the launch, the sales were not meeting expectations, and employee morale seemed low.

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Rahul implemented a reward system where employees exceeding their targets would receive incentives. Additionally, training sessions were organized to improve employees' skills and confidence in handling the advanced features of the new product.

What is the main purpose of supervision?

1. To control costs
2. To resolve legal issues
3. To guide employees and maintain discipline
4. To increase the number of employees

Options 1. 1

2. 2

3. 3

4. 4

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Rahul implemented a reward system where employees exceeding their targets would receive incentives. Which concept of management is highlighted here?"

1. Planning
2. Motivation
3. Leadership
4. Delegation

Options 1. 1

2. 2

3. 3

4. 4

Q.50 Rahul is the CEO of BrightSpark Ltd., a company manufacturing LED lighting solutions. The company recently launched a new line of smart LED bulbs with advanced features, expecting a surge in demand. However, after

the launch, the sales were not meeting expectations, and employee morale seemed low.

Firstly, Rahul identified that there was a lack of proper communication between the marketing and production teams. He called a meeting to clearly communicate the company's goals and expectations for the new product.

Rahul appointed Priya, a senior manager, to act as a supervisor for the marketing team. Priya's job was to oversee day-to-day activities, guide the team, and resolve any conflicts. Her presence ensured that tasks were completed on time and in alignment with the company's objectives. She also provided feedback and recognized the efforts of team members, which boosted their morale.

Rahul implemented a reward system where employees exceeding their targets would receive incentives. Additionally, training sessions were organized to improve employees' skills and confidence in handling the advanced features of the new product.

"Priya's job was to oversee day-to-day activities, guide the team, and resolve any conflicts." Which element of directing is highlighted in these lines?

1. Motivation
2. Leadership
3. Communication
4. Supervision

Options 1. 1

2. 2

3. 3

4. 4