

Quarterly Examination - 2018-19

BUSINESS STUDIES

Class : XII

Time : 3 Hrs. 15 mints

Full Marks : 80

Answer all question from Part - I (compulsory) and any five questions from Part - II

Part - I (20 Marks)

Question 1

Answer briefly the following questions:

- (1) HR function is said to be pervasive". How?
- (2) "Recruitment is a two way process". Explain.
- (3) Why recruitment is called positive while selection is called a negative process?
- (4) Give four signs of low morale in an organization.
- (5) Is a payslip the same as pay roll? Explain.
- (6) Define Job Analysis.
- (7) What are the benefits of campus recruitment?
- (8) Write two advantages of orientation training.
- (9) Recall Maslow's concept of 'heirarchy of human needs' and illustrate the same using any form of diagram.
- (10) Give any two differences between leadership and management.

Part - II (60 Marks)

[Answer any five questions]

Question 2

- (a) Why is HRM considered important?

[4]

- (b) Define Democratic and Autocratic style of leadership and state three merits and demerits of each style. [8]

Question 3

- (a) With reference to 'piece-rate' system of wage payment - (4)
- (i) Explain the concept.
 - (ii) Explain its advantage and disadvantage (one each).
- (b) State and explain any eight steps involved in the selection procedure. (8)

Question 4

- (a) What do you mean by remedial and refresher training? Explain the importance of each. [4]
- (b) Write notes on - [8]
- (i) Employee Provident Fund
 - (ii) National Pension System
 - (iii) Group Insurance
 - (iv) Gratuity

Question 5

- (a) What is man power estimation? Explain its quantitative and qualitative aspects. (4)
- (b) What is Human Resources Management? Describe its characteristics. (8)

Question 6

- (a) Distinguish between motivation and morale (4 points) (4)

- (b) Explain the four internal sources of recruitment and state the advantages and disadvantages of internal recruitment. (2 each) (8)

Question 7

- (a) Distinguish between -
- (i) Internal and External recruitment. (4)
 - (ii) Job Description and Job Specification. (4)
 - (iii) Job Enlargement and Job Enrichment. (4)

Question 8

- (a) Explain any four factors that influence staff morale. [4]
- (b) With reference to on - the - job training, answer the following: [8]
- (i) Explain this method of training.
 - (ii) State any two advantages of this method.
 - (iii) State any two disadvantages of this method.
 - (iv) Give any two major distinctions between off-the-job and on-the-job training.

Question 9

- (a) Job analysis is essential for effective management of human resources. Explain any four main uses. [4]
- (b) Explain the managerial and operative functions of HRM. [8]