

**Series AB5CD/5****SET No. 3****प्रश्न-पत्र कोड
Q.P. Code****66/5/3**

रोल नं.

Roll No.

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परीक्षार्थी प्रश्न-पत्र कोड को उत्तर-पुस्तिका के मुख-पृष्ठ पर अवश्य लिखें।

Candidates must write the Q.P. Code on the title page of the answer-book.

नोट :	NOTE :
(I) कृपया जाँच कर लें कि इस प्रश्न-पत्र में मुद्रित पृष्ठ 7 हैं।	(I) Please check that this question paper contains 7 printed pages.
(II) प्रश्न-पत्र में दाहिने हाथ की ओर दिए गए प्रश्न-पत्र कोड को छात्र उत्तर-पुस्तिका के मुख-पृष्ठ पर लिखें।	(II) Q.P. Code given on the right hand side of the question paper should be written on the title page of the answer-book by the candidate.
(III) कृपया जाँच कर लें कि इस प्रश्न-पत्र में 12 प्रश्न हैं।	(III) Please check that this question paper contains 12 questions.
(IV) कृपया प्रश्न का उत्तर लिखना शुरू करने से पहले, उत्तर-पुस्तिका में प्रश्न का क्रमांक अवश्य लिखें।	(IV) Please write down the Serial Number of the question in the answer-book before attempting it.
(V) इस प्रश्न-पत्र को पढ़ने के लिए 15 मिनट का समय दिया गया है। प्रश्न-पत्र का वितरण पूर्वाह्न में 10.15 बजे किया जाएगा। 10.15 बजे से 10.30 बजे तक छात्र केवल प्रश्न-पत्र को पढ़ेंगे और इस अवधि के दौरान वे उत्तर-पुस्तिका पर कोई उत्तर नहीं लिखेंगे।	(V) 15 minute time has been allotted to read this question paper. The question paper will be distributed at 10.15 a.m. From 10.15 a.m. to 10.30 a.m., the students will read the question paper only and will not write any answer on the answer-book during this period.

व्यावसायिक अध्ययन BUSINESS STUDIES



निर्धारित समय : 2 घण्टे

Time allowed : 2 hours

अधिकतम अंक : 40

Maximum Marks : 40



General Instructions :

1. *This paper contains 12 questions.*
2. *Question number 1-4 are of 2 marks. These are short-answer type questions and are to be answered in 30-50 words.*
3. *Question number 5-8 are of 3 marks. These are short-answer type questions and are to be answered in 50-80 words.*
4. *Question number 9-12 are of 5 marks. These are long-answer type questions and are to be answered in 80-120 words.*
5. *There is no overall choice in the question paper. However internal choice has been given in 1 question of 3 marks and 2 questions of 5 marks each.*
6. *This question paper contains case/source based questions.*

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| 1. | 'Due to various malpractices and multiplied investors grievances the Govt. of India decided to set-up a separate regulatory body to protect the interest of investors and to regulate the securities market.' | 2 |
| | (a) Identify the regulatory body set-up by Govt. of India for the above stated purpose. | |
| | (b) State any one objective of the regulatory body identified in (a) above. | |
| 2. | 'External sources of recruitment may lead to dissatisfaction and frustration among existing employees. They may feel that their chances of promotion are reduced.'
Give two situations when external sources may be used without dissatisfying the existing employees. | 2 |
| 3. | 'Estimating manpower requirements is not merely knowing how many persons we need.' What else is needed while estimating manpower requirements ? State any two points. | 2 |
| 4. | 'Analysing deviations' is an important step in the process of controlling. It is therefore important to bring significant deviations to the notice of the management which go beyond the permissible limit.
Identify and give the meaning of the concept discussed above. | 2 |



5. Name and give the meaning of the concepts that are highlighted in the following statements : 3
- (a) It improves the performance of employees on the current job or prepares them for any intended job.
- (b) It not only improves the job performance of the employees but also brings about growth of the personality.
6. Explain 'Private Placement' and 'Rights Issue' as methods of floatation of new issues in the primary market. 3
7. (a) State any three points of importance of 'Controlling' function of management. 3
- OR**
- (b) State any three points of importance of 'Directing' function of management.
8. Agrima, Arunima and Avika are pursuing MBA from a reputed institution. Now it is the time of their placement. 3
- Agrima wants to work in a company which would provide her more authority for fulfilling her duties and will give recognition, rewards, perquisites and prestige of job.
- Arunima wants to work in an organisation in which behaviour of individuals is influenced by its characteristics like autonomy, reward orientation, consideration to employees, risk taking etc.
- Avika wants to join the organisation which has appropriate skill development programmes and sound promotion policy that encourages employees to exhibit improved performance.
- Identify and state the incentives about which Agrima, Arunima and Avika are talking about.
9. (a) Explain the following rights of a consumer as provided by Consumer Protection Act, 2019 : 5
- (i) Right to Seek Redressal
- (ii) Right to Consumer Education
- OR**
- (b) Give the meaning of 'Consumer' as per Consumer Protection Act, 2019. Also state when can a consumer complain directly in the 'State Commission' and 'National Commission' ? If the consumer is not satisfied with the decision of 'State Commission' and 'National Commission' where can he/she appeal ?
10. State the difference between 'Capital Market' and 'Money Market' on any five basis. 5



11. Asha is living in a small village of Rajasthan. Her mother has good culinary skills. Inspired from her mother she joined a course of 'Food and Beverages Production' in Jaipur. After completing her course she asked her mother to open a sweets shop in Jaipur, to which her mother agreed. The business was doing well and had started growing. To expand her business she felt the need of additional personnel. Instead of selecting personnel from any other source she thought of helping her relatives and appointed five of them. But after doing all efforts she found that none of her relatives were providing satisfactory service leading to lower productivity. Also, the quality of the products started deteriorating. 2+3=5

This made Asha to realise that the ability of an organisation to achieve its goals depends upon the quality of its human resources. This was ignored by her at the time of selecting the personnel for her expansion programme.

- (a) Identify and state the function of management which could have helped Asha at the time of fulfilling her need of additional personnel in the organisation.
 - (b) State any three benefits of the function identified in (a) above.
12. (a) Ananta Ltd. is a company dealing in ready-made garments from last many years. Recently the profit of the company have started increasing. The finance manager decided to retain the profit instead of distributing it among shareholders. 2+3=5
- (i) Identify and state the financial decision taken by finance manager in the above case.
 - (ii) State any three factors affecting the decision identified in (i) above.

OR

- (b) Ravi has joined as a finance manager in MTA Ltd. He had to arrange funds of rupees one crore for the company. The Chief Executive Officer of the company wants to arrange the funds by a public issue whereas the finance manager wants to have a mix of debt and equity as this will determine the overall cost of capital and the financial risk of the enterprise.
- (i) Identify and give the meaning of the financial decision suggested by the finance manager in the above case.
- (ii) State any three factors affecting the decision identified in (i) above.