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**BUSINESS STUDIES**  
**HALF YEARLY EXAMINATION – 2011**  
**CLASS XII**

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*(Three Hours)*

*Answer **Question 1** from Part I (compulsory) and **five** questions from Part II.  
The intended marks for questions or parts of questions are given in brackets [ ].*

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**PART I**

*Answer **all** questions.*

**Question 1**

**Answer briefly each of the questions (i) to (xv).**

**[15x2]**

- (i) What are stress interviews?
- (ii) What is orientation training?
- (iii) How can a supervisor affect an employee's morale?
- (iv) Is a pay slip the same as pay roll? Explain.
- (v) Mention four non-monetary incentives that can be given to motivate.
- (vi) What is 'paternalistic' leadership?
- (vii) Define performance appraisal.
- (viii) What is 'versatility' transfer?
- (ix) Explain the term 'retrenchment'.
- (x) In order to ensure completion of a message, one should check the 'five w' questions. List the 'five w' questions.
- (xi) What is vertical communication?
- (xii) Mention precautions that a telephone operator should take while receiving a call?
- (xiii) Is a cordless phone the same as a mobile phone? Explain.
- (xiv) List any two differences between promotion and transfer.
- (xv) Why is medical examination of a candidate, a requirement for his selection in an Organization?

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**PART II**

*Answer any **five** questions.*

**Question 2**

- (a) Define communication and explain the components of the communication process with a flow chart. **[7]**
- (b) Chalk out a detailed selection procedure for an organization which has to fill up vacancies arising out of expansion of business. **[7]**

**Question 3**

- (a) Explain the piece rate system and time rate system of remuneration with suitable examples. [4]
- (b) With the help of examples, explain Halsey's and Rowans wage incentive plans. Give the formulae for calculating the same. [4]
- (c) Discuss three advantages and three disadvantages of written communication. [6]

**Question 4**

- (a) Discuss three grounds for dismissal of an employee. [3]
- (b) Explain any four staff locating systems of communication. [4]
- (c) Explain step by step the procedure for dismissal of an employee. [7]

**Question 5**

- (a) Under the traditional approach, explain the critical incident and paired comparison technique of performance appraisal of an employee with suitable examples. [4]
- (b) Explain the autocratic, democratic and free-reign leadership styles with appropriate diagrams. [5]
- (c) Explain the hierarchy of human needs theory as given by Maslow. It should also be depicted in the form of a figure. [5]

**Question 6**

- (a) What are morale depressants? What are the signs of low morale in the employees? [4]
- (b) What factors act as morale depressants in an organization? [4]
- (c) Describe any six measures that maybe taken to build high morale among the members of an organization. [6]

**Question 7**

- (a) Under off-the-job training, explain four methods of training along with their merits. [4]
- (b) What do you understand by remedial training, refresher training and safety training? Explain the importance of each. [5]
- (c) Distinguish between education and training. [5]

**Question 8**

**Write short notes on the following terms:-**

- (a) Exit interview. [2]
- (b) Disciplinary interview. [2]
- (c) Monetary incentives. [2]
- (d) Electronic mail. [4]
- (e) Campus recruitment. [4]

