

Directorate of Education

Govt. of NCT of Delhi

Additional Support Material on Value Based Questions for the Session 2012-2013

Subject: Business Studies

Class : XII

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QUESTION BANK OF VALUE BASED QUESTION

BUSINESS STUDIES

CLASS – XII

M.M.-04

Unit -1 Nature and significance of Management

Q.1 A Cloth manufacturer distributes its defective product at free of cost (after getting them repaired from Nari Niketan at lower cost) to orphanage. Which values are being attested in this solution?

Q.2 An organization has production, purchase, marketing, finance and human resource departments. All of them working together to achieve organizational goals. From your point of view which value which value is reflected here?

Q.3 A manufacturer of fridge has used new technology in place of using harmful gases, which do not cause air pollution. Which value being followed here?

Q.4 A production manager has directed his employees to put/throw different types of wastes like papers, plastics & chemicals in the respective earmarked dustbins. By this which value he want to inculcate among his employees?

Q.5 An industrial unit, working in a backward area opens schools for education at nominal cost for the children of its employees and local people. By this act which value is promoted here?

Q.6 A factory established in a residential locality, uses machines creating heavy noise while running. Factory Manager always ready to provide financial help to local people. Due to noise pollution student can't study properly and residence can't sleep/work properly. The owners also know it. Which values are affected here?

Q.7 A famous doctor charges high for consultation from his patients and refuses to treat the poor patients without consultation charges. He also pays attention to the medical representatives and agents of Pharma co. he takes gifts and commission also. In your view, is it professional behavior of doctor? Does he follow the code of conduct of doctor?

Unit –II Principles of Management

Q.8 In an organization Ashok and Sheela are working at the same posts but being male employee Ashok has more rights than Sheela. Which value is violated here?

Q.9 A firm has taken the decision to employ more male employees than female employees because they can work overtime in case of excess work. Which values are being affected here?

Q.10 An organization proposes the use of CFL's and LED's which consumes less electricity than normal bulbs for its lighting arrangements. Which value is attained by the organization?

Q.11 An organization has done plantation around its factory premises and only after purifying the wastes, it throws it into the drains. Which values are being followed by the organization?

Q.12 An entrepreneur wants to start his business in backward area because govt. gives many incentives & rebates in taxes. Which results in low cost and he will be able to see the product at low prices. There he will be able to get large area by deforestation. Which values are being affected here?

Unit –III Management and Business Environment

Q.13 In recent times the Govt. has increased the prices of diesel and LPG. Which value is being overlooked here?

Q.14 After the change in Government Policies, foreign companies like coca-cola has prohibited to work in India. These steps of the government have boosted which values?

Unit-IV Planning

Q.15 Which quality of employee is restricted by the act of planning?

Q.16 Removal of mobile towers from residential area is being planned by the government to promote which value?

Q.17 Government is planning to construct a ware house in remote area to store necessary goods. So as to make them available even at the time of bad weather regularly. Which values are being considered here to be achieved by the government?

Q.18 In order to reduce the cost, an organization is planning the following:

- a) To reduce the charities to the social and religious institution.
- b) To arrange skilled workers from outside inspite of semi-skilled local employees.
- c) To increase the working hours.
- d) To increase the rate of remuneration.

Which value will be affected by the decisions?

Q.19 Tobacco manufacturer is planning to sell its products outside the School & colleges. Which values are violated here from your point of view?

Q.20 In an organization executive director takes all the decision himself. He does give order only to the subordinates. Which value is overlooked here?

Unit –V Organising

Q.21 An electronic company manufacturing TV and Refrigerator wants to bring two new products Washing Machines and AC's in the market. For each product separate division are to be set up. Incharge of working machine division and AC's division will be female and disabled person respectively. Which values have been considered here?

Q.22 In an organization top level management has not distributed work among the subordinate according to their abilities and skill but has been distributed on the basis of caste and religions. Which values are neglected here?

Q.23 A manager has kept all right of decision making with himself. Each and every employee has to come to him for orders again and again. Which values are being violated here?

Q.24 In an organization formal organization is followed strictly where the employees have to work as per the directions only. The employees are performing under pressure. In your view, what changes are required in this company?

Unit –VI Staffing

Q.25 A personnel manager while selecting new employees appoints only those persons who fulfills his personal requirement directly or indirectly. Which values are violated here?

Q.26 In an organization the female employees are getting promotion late as compared to male employees. Which value is missing here?

Q.27 An employee has been terminated due to a small mistake without hearing him, while the other one was not terminated on the same mistake. Which value has been neglected here?

Q.28 An automobile Company runs a factory in a backward area. It has opened a training center to train the people. Which value has been kept in mind here?

Q.29 An organization places an advertisement for employment mentioning some terms there in. those terms are not followed during selection of employee. Which values are ignored here?

Q.30 A production manager pays less than the minimum wages and gets their signatures on minimum wages. Which values are not being followed by him?

Unit –VII Directing

Q.31 A Supervisor hears the suggestions and also implements the good suggestions while taking decision for the employees? Which value has been given importance here?

Q.32 In an organization the good environment, refreshment Corner and entertainment rooms have been made for all employees. Which values have been considered here?

Q.33 In an organization the employees are being paid fair wages/ remuneration and productivity based bonus. Which values are highlighted here?

Q.34 A liquor manufacturing firm provides liquors to its employees at cheaper rates to motivate them. Which values are deficient in this plan?

Q.35 In an organization, informal communication is stressed instead of formal communication which results in non reaching of proper communication to proper person in proper time. It results in either non completion or delay in work. Which values have been violated her?

Q.36 A leader solves the problems relating to work and the personal problems also of the followers. Which value he is following here?

Unit –VIII Controlling

Q.37 In controlling process, standards were set according to the efficiency of the average employee. Which value has been kept in mind while setting the standards?

Q.38 On coming to know the negative deviations, fines are imposed on errorssing employees. Which value is being violated her?

Q.39 In company employees achieved quantitative standard but could not attain qualitative standards. Which values have been ignored here?

Q.40 A manager observes that an old employee is not doing the required work. Manager scolds him rudely without asking him the reasons. In your view how the manager would have behaved and which values he should have kept in his mind?

Q.41 A supervisor observes that during working hours some employees were busy in gossiping instead of working. In spite of instructions they did not start working .when the matter was brought to the notice of management the union threatened to go on strike. In your view was the behavior of employee and the union was justified?

Unit –IX Financial Management

Q.42 In a company profits are heavy and in future less scope of expansion exists. Company has decided to pay a very less dividends. Here which value and whose interest have been affected?

Q.43 A company wants to show higher profit and for this:

- a) Depreciation was charged at lower rates.
- b) Goodwill, Patents, Trademarks and other intangible assets were shown at higher value.

Explain the value which is affected here?

Q.44 A wholesaler of onion comes to know that due to less production the prices of onion will increase heavily. He store the onion and during rising prices. Earn heavy profits by selling the stored onion. From the earned profits he provides some money for social activities also. In this situation which values he affects here.

Unit –X Financial Market

Q.45 A public Ltd. Co. achieved the minimum subscriptions by (private placement). Whose interest has been ignored here?

Q.46 A fast food manufacturing foreign company plans to open chain of cheap fast food centers near the schools in Delhi. According to you what will be the results of this plan?

Q.47 A Company does window dressing in its financial statement to attract investors and creditors. Is it correct in your opinion? Which values are affected here?

Unit –XI Marketing Management

Q.48 A tea producer uses such packets/things for packing tea, which can be used even after consuming the tea inside for other purposes. In this which values are being affected by him?

Q.49 A cosmetics manufacturing co. claims in advertisement that its face cream improves the face complexion. On using it was found incorrect. Here which values are being ignored?

Q.50 A commercial unit uses rocks, trees, electric poles, historical movements and walls to advertise its products. This advertising policy shows which faults of the company?

Q.51 A soft drink manufacturing co. uses dangerous stunts in the advertisements claiming that its drinks make the user fearless and stronger. In your view what could be the bad effects of this? How it can be stopped?

Q.52 One manufacturer of electronic product produces such products which need special care while using it. But the co. has not given the instructions to consumers. If you are the manager of that co. what steps you would take?

Q.53 A company uses same promotional schemes like buy one get one free, free samples, free gifts and so on to boost the sales of its products and to earn higher profits. This results in

unnecessary hike in the prices of the products. In your opinion, is this policy in the interest of society

Unit -XII Consumer Protection

Q.54 Mr. X is a sweet maker (Halwai), who collects milk from village to village and prepares sweet on Deepawali, due to increased demands, he purchased khoya from other shopkeeper which was adult rated, because it was not possible to meet the demand from collected milk. For meeting the demand quickly he has not maintained cleanliness while preparation of sweets. He kept two children for packing the sweet and one female at cash counter. Which social values he is affecting and how?

Q.55 A company engaged in selling spice, claims about purity in its advertisement but in laboratories after examination, the spices were found adult rated. Which values are being violated here?

Q.56 A Pharmacy Co. doesn't provide information for the expiry date on the packet of his drug. This manufacture violates which value?

Q.57 A manufacture of food products uses bad quality material for packing the product resulting in spoiling goods the reaching the consumers. Which value is being ignored here?

Q.58 A toy manufacturing co. uses low quality plastics and harmful colors which affects the health the children. Which value is being ignored here?

Q.59 Mohan purchased a press for Rs.1000/-. On using it he found it defective. The seller did not respond to the complaint. In your view what should be done by seller as well as Mohan?

Q.60 A patient didn't read carefully the instructions on the pack of the drug. On using it his health deteriorated further instead of improvement. If you are in his place than what you would do?

ANSWER OF VALUE BASED QUESTIONS

BUSINESS STUDIES

CLASS – XII

Nature & Importance of Management

Ans1 i) Fulfilness of social responsibility

ii) Help to needy class of society

iii) Employment to members of Nari Niketan

iv) Full utilization of defective product after improvement

Ans2 Co-Operation, Co ordination, do work with the help of each other.

Ans3 i) Environment Protection

ii) To fulfill social responsibility

Ans4 i) Management of waste material

ii) Environment Protection

iii) To fulfill social responsibility

iv) Awareness in employees

v) hygienic working environment

Ans5 i) Helpful in increasing literacy rate

ii) Development of society

iii) Increase in Employment opportunities in backward areas.

Ans6 i) Noise Pollution

ii) Bad effect on the health of employees

iii) Bad effect on the studies and health of children

iv) Development of society with financial help.

Ans7 i) Disobey of professional code of conduct

ii) Not fulfilling social responsibilities

iii) To take care of poor patients also.

Unit – 2 Principles of Management

Ans8 Gender biasness

Ans9 i) Gender biasness

ii) Conservatism

iii) Effect of male dominating society

iv) Inequality of rights for same work

Ans10. i) Save Electricity

ii) Reduction in Cost

iii) Protection of environment

Ans11 i) Safety from Water and Air Pollution.

ii) Protection of Environment

iii) Fulfilling the Social responsibility

Ans12 i) Deprivation of environment from deforestation

ii) Availability of goods at low cost

iii) Development of backward areas

iv) Employment opportunities increase in backward area

Ans13 i) Fall in Standard of living

ii) Increase in Domestic Expenditure

iii) Increase in the cost of agricultural products

Ans14 i) Encouragement to country made products

ii) Development of market for domestic products

iii) Development of National Values

Ans15 i) Decrease in the efficiency of Initiatives

ii) Restriction on creativity

Ans16 i) Environment protection

- ii) Safety of birds
- iii) Safety of Health of Society

Ans17 i) Stability in prices

- ii) Regular Supply of Goods
- iii) Fulfilling social responsibility
- iv) Control on hoarding & Black- Marketing

Ans18 i) Reduction in social responsibilities due to non cooperation in social work.

- ii) Increase in production due to efficient employees
- iii) Deterioration in Health of employees due to prolonged working hours.
- iv) Reduction in employment opportunities for local persons
- v) Increase in salary will increase social respect/standard of living

Ans19. i) Bad effect on students health.

- ii) Deprivation of Morality.
- iii) Instigation of social evil.

Ans20. i) Lack of Feeling of ownness in an organization.

- ii) Lack of Manager's faith in his employees.
- iii) Wastage of time.

Ans21. i) Women Empowerment.

- ii) Promotion of equality.
- iii) Making handicapped people independent.
- iv) Increase of job opportunity with production.

Ans22. i) Ignorance of democratic values.

- ii) Promotion of castism.
- iii) Violation of secularism.
- iv) Narrow mindedness.
- v) Non- Consideration of abilities.

Ans23. i) Wastage of time and resources.

- ii) Frustration in employees.

Ans24. i) Fearful environment will decrease production.

- ii) Increased feeling of insecurity.
- iii) Pressure will create stress among employees.
- iv) Delay in work.

Ans25. i) Promotion to nepotism.

- ii) Instigation to corruption.
- iii) Selection of inefficient employees.
- iv) Dissatisfaction in efficient members.

Ans26. i) Not obeying the right of equality.

ii) Less importance to women employees.

Ans27. i) Biasness

ii) Biased Behaviour.

iii) Misuse of rights.

iv) Insecurity and groupism in employees.

Ans28. i) Development of Backward areas.

ii) Helpful in availing trained employees.

iii) Increase in productivity and boosting the morale of employees.

iv) Increase in employment opportunities.

Ans29. i) Violating the rules and conditions.

ii) False advertisement.

Ans30. i) Disobeying the law by not giving minimum wages.

ii) To take signature on minimum wages is fraud.

iii) Exploitation of workers.

Unit- VII Directing

Ans31. i) Development of the feeling of the cooperation.

ii) Development of the feeling of ownership towards organization.

iii) Development of Initiative power.

iv) Cordial atmosphere.

Ans32. i) Good Working Conditions.

ii) Improvement in efficiency and health.

iii) Helpful in decreasing the tension of employees.

Ans33. i) Increase in morale.

ii) Increase in productivity.

iii) Improvement in life standard of employees.

Ans34. i) Increase in Social evils.

ii) Encouragement of drinking habits.

iii) Improper way of motivation.

Ans35. i) Encouragement to rumors.

ii) Difficulty in fixing the responsibility.

iii) Not possible to obtain objective at time.

Ans36 i) Development of Democratic values

ii) Coordination esprit

iii) Efficient and effective leadership

iv) Mental revolution

Ans37 i) Increase in the morale of the employees

ii) Improving the quality of production

Ans38 i) Fear and frustration/disappointment amongst employees.

ii) Increase in the employee/labour turnover rate

Ans39 i) Production of inferior quality goods.

ii) Exploitation of consumers.

Ans40 i) To show respect to elderly employees

ii) Should not use ugly language/bad words.

iii) Without enquiring, scolding is bad/not to be done.

Ans41 i) wastage of time.

ii) Union not to make unnecessary pressure of officials

iii) Threatening to strike on small matters is unhealthy practice

Financial Management

Ans42 Not getting fair returns by investors in shares/ share holders

Ans43 i) Tendency of providing incomplete information by the company

ii) Not abiding the rules

iii) Intention of increasing the market value of share by false informations.3

Ans44 i) Promoting hoarding and black marketing of goods

ii) By Participating in social works he still fulfills his social objectives.

Financial Markets

Ans45 Ignoring the interests of Mass Investor/Small Investors

Ans46 i) Bad effect on the health of students

ii) Increase in the tendency of using fast food among students

iii) Profit to the foreign company

Ans47 i) To cheat the investors/ lenders by providing them false information fraudulent activities

ii) Possibility of over capitalization

iii) Dissatisfaction amongst the employees

Marketing Management

Ans48 i) optimum utilization of resources

ii) Environment protection

iii) Increasing the cost by using boxes/containers.

Ans49 i) Confusing the consumers by misleading advertisements

ii) toying with the health of public

Ans50 i) Harming the environment

ii) Damaging the natural beauty

iii) Damaging the historical monuments

iv) Providing information to the people

Ans51 i) Endangering the life on imitation by children

ii) Unfair advertising practices

Ans52 i) Providing information for using the products

ii) Consumer awareness/educating the consumers

Ans53 i) Not in the interest of society, unnecessary increase in cost.

ii) Increasing extravagancy

iii) Increasing sales volume

iv) Achieving the objectives of the business.

Consumer Protection

Ans54 i) Use of adulterated khoya will spoil the health of consumer.

ii) Child labour is a crime.

iii) Spreading diseases due to non consideration of cleanliness

iv) By employing females equal opportunities to females

Ans55 i) Harmful for health

ii) Adulteration is violation of law

iii) False information to consumers.

Ans56 i) Endangering the lives

ii) Violation of law

iii) False information to consumers

Ans57 i) Deterioration of quality of products.

ii) Reduction in quantity of the products

iii) Bad effects on health of consumers

Ans58 i) Bad effects on the health of children

ii) Polluting the environment

iii) Violation of rules/regulations

Ans59 i) The sellers should get the iron of Mohan repaired.

ii) Rights of Mohan should not be violated

iii) Mohan should file complaint to the company against the seller.

iv) If not heard than Mohan should move to consumer court.

Ans60 i) To read the instructions and Information carefully.

ii) To consult the chemist / doctor.