

**MARTHOMA RESIDENTIAL SCHOOL TIRUVALLA**

**First Assessment Examination 2020-2021**

**Time: 1 hr**  
**Max Marks:40**

**Commerce**

**STD XII** (This question paper contains 2 pages)

**Answer all questions**

**I Short answer questions** (5X2= 10)

1. What is the meaning of Business environment?
2. What is a budget?
3. Who is a consumer?
4. State any two remedies available to an aggrieved consumer
5. What is meant by Procedure ?

**II. Long answer questions**

1.
  - a. Explain any five rights of consumer (5)
  - b. Explain the significance of business environment (3)
  - c. Write a note on policy (2)
2.
  - a. Briefly explain any three internal factors of micro environment (3)
  - b. What are the benefits of planning to an organization (3)
  - c. Write a short note on  
1) Programme 2) Social environment (4)

- 3.**
- a. Explain the features of planning as a function of management (3)**
  - b. Explain SWOT analysis with help of an example (3)**
  - c. What are the various ways in which objective of consumer protection can be achieved ? (4)**

