
CBSE Cass XI
BUSINESS STUDIES (Code No. 054)

Rationale

The courses in Business Studies and Accountancy are introduced at + 2 stage of Senior Secondary Education as formal commerce education is provided after first ten years of schooling. Therefore, it becomes necessary that instructions in these subjects are given in such a manner that students have a good understanding of the principles and practices bearing in business (trade and industry) as well as their relationship with the society.

Business is a dynamic process that brings together technology, natural resources and human initiative in a constantly changing global environment. To understand the framework in which a business operates, a detailed study of the organisation and management of business processes and its interaction with the environment is required. Globalisation has changed the way organizations transact their business.

Information Technology is becoming a part of business operations in more and more organisations. Computerised systems are fast replacing other systems. E-business and other related concepts are picking up fast which need to be emphasized in the curriculum.

The course in Business Studies will prepare students to analyse, manage, evaluate and respond to changes which affect business. It provides a way of looking at and interacting with the business environment. It recognizes the fact that business influences and is influenced by social, political, legal and economic forces. It allows students to appreciate that business is an integral component of society and develops an understanding of many social and ethical issues.

Therefore, to acquire basic knowledge of the business world, a course in Business Studies would be useful. It also informs students of a range of study and work options and bridges the gap between school and work.

Objectives:

- To develop students with an understanding of the processes of business and its environment;
- To acquaint students with the dynamic nature and inter-dependent aspects of business;
- To develop an interest in the theory and practice of business, trade and industry;
- To familiarize students with theoretical foundations of the process of organizing and

managing the operations of a business firm;

- To help students appreciate the economic and social significance of business activity and the social cost and benefits arising there from;
- To acquaint students with the practice of managing the operations and resources of business;
- To enable students to act more effectively and responsibly as consumers, employers, employees and citizens;
- To develop a business attitude and skills in students.
- To inculcate appropriate attitude and develop skills among students to pursue higher education, world of work including self employment.

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CLASS–XI (2017-18)

One Paper (100 Marks)(3 Hours)

Units		Periods	Marks
Part A	Foundation of Business		
1	Nature and Purpose of Business	22	20
2	Forms of Business Organisation	26	
3	Public Private and Global Enterprises	22	18
4	Business Service	22	
5	Emerging modes of Business	12	12
6	Social Responsibility of Business and Business Ethics	16	
		120	50
Part B	Finance and Trade		
7	Source of Business Finance	30	20
8	Small Business	16	

9	Internal Trade	30	20
10	International Business	14	
11	Project Work	30	10
		120	50

Part A: Foundation of Business (120 Periods)

Concept includes meaning and features

Unit 1: Nature and Purpose of Business (22 Periods)

- Concept includes meaning and features
- Business, profession and employment-Concept
- Objectives of Business
- Classification of business activities - Industry and Commerce
- Industry-types: primary, secondary, tertiary- Meaning and subgroups
- Commerce-trade: (types-internal, external; wholesale and retail) and auxiliaries to trade; banking, insurance, transportation, warehousing, communication, and advertising) – meaning Business Risk-Concept

Unit 2: Forms of Business organizations (26 Periods)

- Sole Proprietorship-Concept, merits and limitations.
- Partnership-Concept, types, merits and limitation of partnership, registration of a partnership firm, partnership deed. Types of partners
- Hindu Undivided Family Business: Concept
- Cooperative Societies-Concept, types, merits, and limitations.
- Company-Concept, merits and limitations; Types: Private and Public-Concept
- Formation of company-stages, important document to be used in formation of a company
- Choice of Form of Business Organisation

Unit 3: Public, Private and Global Enterprises (22 Periods)

- Public Sector and Private Sector Enterprises-Concept
- Forms of public sector enterprises: Departmental Undertakings, Statutory

Corporations and Government Company.

- Changing role of public sector enterprises
- Global enterprises, Joint ventures, Public private partnership - concept

Unit 4: Business Services (22 Periods)

- Banking: Types of bank accounts- savings, current, recurring, fixed deposit and multiple option deposit account.
- Banking services with particular reference to issue of bank draft, banker's cheque (pay order), Real Time Gross Settlement (RTGS), National electronic Funds Transfer (NEFT), bank overdraft, cash credit and e-banking
- Insurance-: Principles, Types –life, health, fire and marine insurance –concept
- Postal Service-Mail, Registered Post, Parcel, Speed Post, Courier-meaning.
- Telecom Services-Cellular Mobile services, Radio Paging services, Fixed line services, Castle services, VSAT services, DTH services—meaning.

Unit 5: Emerging Modes of Business (12 Periods)

- E-business-scope and benefits, resources required for successful e-business implementation, online transaction, payment mechanism, security and safety of business transactions
- Outsourcing-Concept: Business process Outsourcing (BPO) and Knowledge Process Outsourcing (KPO)-Concept, need and scope
- Smart cards and ATM's meaning and utility

Unit 6: Social Responsibility of Business and Business Ethics (16 Periods)

- Concept of Social Responsibility
- Case of Social Responsivility
- Responsibility towards owners, investors, consumers, employees, government and community.
- Environment protection and business-Meaning and Role
- Business Ethics Concept and Elements

Part B: Finance and Trade (120 Periods)

Concept includes meaning and features

Unit 7: Sources of Business Finance (30 Periods)

- Concept of Business Finance
- Owners funds- equity shares, preferences, share, Global Depository receipt (GDR), American Depository Receipt (ADR), International Depository Receipt (IDR) and retained earnings.
- Equity shares, preference shares, retained earnings- meaning, merits and limitations. Global
- Depository Receipts (GDR), American Depository Receipts (ADR), International Depository Receipts (IDR) - Meaning.
- Borrowed funds: debentures and bonds, loan from financial institution, loans from commercial banks, public deposits, trade credit, Inter Corporate Deposits (ICD).

Unit 8: Small Business (16 Periods)

- Small scale enterprise as defined by MSMED Act 2006 (Micro, Small and Medium Enterprise Development Act)
- Role of small business in India with special reference to rural areas
- Government schemes and agencies for small scale industries (National Small Industries Corporation) and District Industrial Centre (DIC) with special reference to rural, backward and hilly areas

Unit 9: Internal Trade (30 Periods)

- Internal trade - meaning and types Service Rendered by a wholesaler and a retailer
- Types of retail-trade-Itinerant and small scale fixed Shops
- Large scale retailers-Departmental stores, chain stores, mail order business.
- Concept of automatic vending machine.
- Chambers of Commerce and Industry: Basic Functions
- Main documents used in internal trade: Performa invoice, invoice, debit note, credit note. Lorry receipt (LR) and Railways Receipt (RR).
- Terms of Trade: Cash on Delivery (COD), Free on Board (FOB), Cost, Insurance and Freight (CIF), Errors and Omissions Excepted (E&OE).

Unit 10: International Trade (14 Periods)

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- international trade - concept
 - International trade: Advantages and disadvantages of international trade
 - Export trade- Meaning, objective and procedure of Export Trade
 - Import Trade- Meaning, objective and procedure; Meaning and functions of import trade; purpose and procedure.
 - Documents involved in International Trade; documents involved in export trade, indent, letter of credit, shipping order, shipping bills, mate's receipt(DA/DP), specimen, importance
 - World Trade Organization (WTO) meaning and Objectives

Unit 11: Project Work (30 Periods)

As per CBSE guidelines

QUESTION PAPER DESIGN YEAR 2017-18

BUSINESS STUDIES Code No. 054 (CLASS XI)

Typology of Questions

Remembering- (Knowledge based Simple recall questions, to know specific facts, terms, concepts, principles, or theories; Identify, define, or recite, information)

Very Short Answer (VSA) (1 Mark) : 2

Short Answer -I (SA-I) (3 Marks) : 1

Short Answer -II (SA-II) (4 Marks) : 1

Long Answer (LA) (5 Marks) : 1

Essay Type (6 Marks) : 0

Total Marks : 14

% Weightage : 16%

Understanding- (Comprehension –to be familiar with meaning and to understand conceptually, interpret, compare, contrast, explain, paraphrase, or interpret information)

Very Short Answer (VSA) (1 Mark) : 2

Short Answer -I (SA-I) (3 Marks) : 2

Short Answer -II (SA-II) (4 Marks) : 1

Long Answer (LA) (5 Marks) : 0

Essay Type (6 Marks) : 1

Total Marks : 18

% Weightage : 20%

Application- (Use abstract information in concrete situation, to apply knowledge to new situations; Use given content to interpret a situation, provide an example, or solve a problem)

Very Short Answer (VSA) (1 Mark) : 2

Short Answer -I (SA-I) (3 Marks) : 1

Short Answer -II (SA-II) (4 Marks) : 1

Long Answer (LA) (5 Marks) : 1

Essay Type (6 Marks) : 2

Total Marks : 26

% Weightage : 29%

High Order Thinking Skills- (Analysis & Synthesis- Classify, compare, contrast, or differentiate between different pieces of information; Organize and/or integrate unique pieces of information from a variety of sources)

Very Short Answer (VSA) (1 Mark) : 2

Short Answer -I (SA-I) (3 Marks) : 1

Short Answer -II (SA-II) (4 Marks) : 1

Long Answer (LA) (5 Marks) : 1

Essay Type (6 Marks) : 1

Total Marks : 20

% Weightage : 22%

Evaluation- (Appraise, judge, and/or justify the value or worth of a decision or outcome, or to predict outcomes based on values)

Very Short Answer (VSA) (1 Mark) : 0

Short Answer -I (SA-I) (3 Marks) : 1

Short Answer -II (SA-II) (4 Marks) : 1 (value based)

Long Answer (LA) (5 Marks) : 1

Essay Type (6 Marks) : 0

Total Marks : 12

% Weightage : 13%

TOTAL (1 Project - 10 marks)

Very Short Answer (VSA) (1 Mark) : 8 x 1 = 8 (8 min)

Short Answer -I (SA-I) (3 Marks) : 6 x 3 = 18 (27 min)

Short Answer -II (SA-II) (4 Marks) : 5 x 4 = 20 (30 min)

Long Answer (LA) (5 Marks) : 4 x 5 = 20 (40 min)

Essay Type (6 Marks) : 4 x 6 = 24 (60 min)

Total Marks : 90(27) Project(10) (165 min + 15 min for revision)

% Weightage : 100%

PROJECT WORK IN BUSINESS STUDIES FOR CLASS XI AND XII

(Effective from the Academic Session 2016-17 and Board Examination of Class XII, 2016)

Introduction

The course in Business Studies is introduced at Senior School level to provide students with a sound understanding of the principles and practices bearing in business (trade and industry) as well as their relationship with the society. Business is a dynamic process that brings together technology, natural resources and human initiative in a constantly changing global environment. With the purpose to help them understand the framework within which a business operates, and its interaction with the social, economic, technological and legal environment, the CBSE has introduced Project Work in the Business Studies Syllabus for Classes XI and XII. The projects have been designed to allow students to appreciate that business is an integral component of society and help them develop an understanding of the social and ethical issues concerning them.

The project work also aims to empower the teacher to relate all the concepts with what is happening around the world and the student's surroundings, making them appear more clear and contextual. This will enable the student to enjoy studies and use his free time effectively in observing what's happening around.

By means of Project Work the students are exposed to life beyond textbooks giving them opportunities to refer materials, gather information, analyse it further to obtain relevant information and decide what matter to keep.

Objectives

After doing the Project Work in Business Studies, the students will be able to do the following:

- develop a practical approach by using modern technologies in the field of business and

management;

- get an opportunity for exposure to the operational environment in the field of business management and related services;
- inculcate important skills of team work, problem solving, time management, information collection, processing, analysing and synthesizing relevant information to derive meaningful conclusions
- get involved in the process of research work;
- demonstrate his or her capabilities while working independently and
- make studies an enjoyable experience to cherish.

Class XI: Guidelines for Teachers

This section provides some basic guidelines for the teachers to launch the projects in Business Studies. It is very necessary to interact, support, guide, facilitate and encourage students while assigning projects to them.

The teachers must ensure that the project work assigned to the students whether individually or in group are discussed at different stages right from assignment to drafts review and finalization. Students should be facilitated in terms of providing relevant materials or suggesting websites, or obtaining required permissions from business houses, malls etc. for their project. The 16 periods assigned to the Project Work should be suitably spaced throughout the academic session. The teachers **MUST** ensure that the students actually go through the rigors and enjoy the process of doing the project rather than depending on any readymade material available commercially.

The following steps might be followed:

1. Students must take any one topic during the academic session of Class XI.
2. The project may be done in a group or individually.
3. The topic should be assigned after discussion with the students in the class and should then be discussed at every stage of submission of the draft/final project work.
4. The teacher should play the role of a facilitator and should closely supervise the process of project completion.
5. The teachers must ensure that the student's self esteem should go up, and he /she should be able to enjoy this process.
6. The project work for each term should culminate in the form of Power Point

Presentation/Exhibition/ Skit before the entire class. This will help in developing ICT and communication skills among them.

The teacher should help students to identify any one project from the given topics.

I. Project One: Field Visit

The objective of introducing this project among the students is to give a first hand experience to them regarding the different types of business units operating in their surroundings, to observe their features and activities and relate them to the theoretical knowledge given in their text books. The students should select a place of field visit from the following: - (Add more as per local area availability.)

1. Visit to a Handicraft unit.
2. Visit to an Industry.
3. Visit to a Whole sale market. (vegetables, fruits, flowers, grains, garments, etc.)
4. Visit to a Departmental store.
5. Visit to a Mall.

The following points should be kept in mind while preparing this visit.

1. Select a suitable day free from rush/ crowd with lean business hours.
2. The teacher must visit the place first and check out on logistics. It's better to seek permission from the concerned business- incharge.
3. Visit to be discussed with the students in advance. They should be encouraged to prepare a worksheet containing points of observation and reporting.

Introduction

Students may carry their cameras (at their own risk) with prior permission for collecting evidence of their observations.

1. Visit to a Handicraft Unit

The purpose of visiting a Handicraft unit is to understand nature and scope of its business, stakeholders involved and other aspects as outlined below-

- a) The raw material and the processes used in the business: People /parties/firms from which they obtain their raw material.
- b) The market, the buyers, the middlemen, and the areas covered.
- c) The countries to which exports are made.
- d) Mode of payment to workers, suppliers etc.

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- e) Working conditions.**
 - f) Modernization of the process over a period of time.**
 - g) Facilities, security and training for the staff and workers.**
 - h) Subsidies available/ availed.**
 - i) Any other aspect that the teachers deem fit.**

2. Visit to an Industry.

The students are required to observe the following:

- a) Nature of the business organisation.**
- b) Determinants for location of business unit.**
- c) Form of business enterprise: Sole Proprietorship, Partnership, Undivided Hindu Family, Joint Stock Company (a Multinational Company).**
- d) Different stages of production/process**
- e) Auxiliaries involved in the process.**
- f) Workers employed, method of wage payment, training programmes and facilities available.**
- g) Social responsibilities discharged towards workers, investors, society, environment and government.**
- h) Levels of management.**
- i) Code of conduct for employers and employees.**
- j) Capital structure employed- borrowed v /s owned.**
- k) Quality control, recycling of defective goods.**
- l) Subsidies available/availed.**
- m) Safety Measures employed.**
- n) Working conditions for labour in observation of Labour Laws.**
- o) Storage of raw material and finished goods.**
- p) Transport management for employees, raw material and finished goods.**
- q) Functioning of various departments and coordination among them (Production, Human Resource, Finance and Marketing)**
- r) Waste Management.**
- s) Any other observation.**

3. Visit to a whole sale market: vegetables/fruits/flowers/grains/garments etc.

The students are required to observe the following:

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- a)** Sources of merchandise.
 - b)** Local market practices.
 - c)** Any linked up businesses like transporters, packagers, money lenders, agents, etc.
 - d)** Nature of the goods dealt in.
 - e)** Types of buyers and sellers.
 - f)** Mode of the goods dispersed, minimum quantity sold, types of packaging employed.
 - g)** Factors determining the price fluctuations.
 - h)** Seasonal factors (if any) affecting the business.
 - i)** Weekly I monthly non working days.
 - j)** Strikes, if any- causes thereof.
 - k)** Mode of payments.
 - l)** Wastage and disposal of dead stock.
 - m)** Nature of price fluctuations, reason thereof.
 - n)** Warehousing facilities available\availed.
 - o)** Any other aspect.

4. Visit to a Departmental store

The students are required to observe the following:

- a)** Different departments and their lay out.
- b)** Nature of products offered for sale.
- c)** Display of fresh arrivals.
- d)** Promotional campaigns.
- e)** Spaces and advertisements.
- f)** Assistance by Sales Personnel.
- g)** Billing counter at store - Cash, Credit Card/ Debit Card, swipe facility. Added attractions and facilities at the counter.
- h)** Additional facilities offered to customers
- i)** Any other relevant aspect.

5. Visit to a Mall.

The students are required to observe the following:

- a)** Number of floors, shops occupied and unoccupied.
- b)** Nature of shops, their ownership status
- c)** Nature of goods dealt in: local brands, international brands,

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- d)** Service business shops- Spas, gym, saloons etc.
 - e)** Rented spaces, owned spaces,
 - f)** Different types of promotional schemes.
 - g)** Most visited shops.
 - h)** Special attractions of the Mall- Food court, Gaming zone or Cinema etc.
 - i)** Innovative facilities.
 - j)** Parking facilities.

Teachers may add more to the list.

II. Project Two: Case Study on a Product

a) Take a product having seasonal growth and regular demand with which students can relate. For example,

- Apples from Himachal Pradesh, Kashmir.
- Oranges from Nagpur,
- Mangoes from Maharashtra/U.P./Bihar/Andhra Pradesh etc.
- Strawberries from Panchgani,
- Aloe vera from Rajasthan,
- Walnuts/almonds from Kashmir,
- Jackfruit from South,
- Guavas from Allahabad,
- Pineapples from North East India,
- Tea from Assam,
- Orchids from Sikkim and Meghalaya,
- Pottery of Manipur,
- Fishes from coastal areas .

Students may develop a Case Study on the following lines:

- (i)** Research for change in price of the product. For example, apples in Himachal Pradesh during plucking and non plucking season.
- (ii)** Effect on prices in the absence of effective transport system.
- (iii)** Effect on prices in the absence of suitable warehouse facilities.
- (iv)** Duties performed by the warehouses.
- (v)** Demand and supply situation of the product during harvesting season, prices near the place of origin and away.

Students may be motivated to find out the importance of producing and selling these products and their processed items along with the roles of Transport, Warehousing, Advertising, Banking, Insurance, Packaging, Wholesale selling, Retailing, Co-operative farming, Co-operative marketing etc.

The teacher may develop the points for other projects on similar lines for students to work on.

The teacher may assign this project as 'group' project and may give different products to different groups. It could conclude in the form of an exhibition.

III. Project Three: Aids to Trade

Taking any one AID TO TRADE, for example Insurance and gathering information on following aspects

1. History of Insurance Lloyd's contribution.
2. Development of regulatory Mechanism.
3. Insurance Companies in India
4. Principles of Insurance.
5. Types of Insurance. Importance of insurance to the businessmen.
6. Benefits of crop, orchards, animal and poultry insurance to the farmers.
7. Terminologies used (premium, face value, market value, maturity value, surrender value) and their meanings.
8. Anecdotes and interesting cases of insurance. Reference of films depicting people committing fraudulent acts with insurance companies.
9. Careers in Insurance.

Teachers to develop such aspects for other aids to trade.

IV. Project Four: Import /Export Procedure

Any one from the following

1. Import /Export procedure

The students should identify a product of their city/country which is imported /exported.

They are required to find the details of the actual import/export procedure. They may take help from the Chambers of Commerce, Banker, existing Importers/Exporters, etc.

They should find details of the procedure and link it with their Text knowledge.

The specimens of documents collected should be pasted in the Project file with brief description of each. They may also visit railway godowns/ dockyards/ transport agencies and

may collect pictures of the same.

Presentation and submission of project report.

At the end of the stipulated term, each student will prepare and submit his/her project report. Following essentials are required to be fulfilled for its preparation and submission.

1. The total project will be in a file format, consisting of the recordings of the value of shares and the graphs.

2. The project will be handwritten.

3. The project will be presented in a neat folder.

4. The project report will be developed in the following sequence-

- Cover page should project the title, student information, school and year.

- List of contents.

- Acknowledgements and Preface (acknowledging the institution, the news papers read, T.

V. channels viewed, places visited and persons who have helped).

- Introduction.

- Topic with suitable heading.

- Planning and activities done during the project, if any.

- Observations and findings while conducting the project.

- News paper clippings to reflect the changes of share prices.

- Conclusions (summarised suggestions or findings, future scope of study).

- Appendix (if needed).

- Teachers report.

- Teachers will initial Preface page.

- At the completion of the evaluation of the project, it will be punched in the centre so that the report cannot be reused but is available for reference only.

- The projects will be returned after evaluation. The school may keep the best projects.

V. Project Five: A visit to any State Emporium (other than your school state).

The purpose of this project is that it leads to -

- Development of deeper understanding of the diversity of products in the states like Assam, Tripura, Nagaland, Mizoram, Manipur, Meghalaya, Sikkim, Arunachal Pradesh, Jammu and Kashmir, Kerala, Chhatisgarh, Telangana, Andhra Pradesh and other states of the country.

- Sensitization and orientation of students about other states, their trade, business and commerce,

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- Understanding the cultural and socio-economic aspects of the state by the students,
 - Developing the understanding of role of folk art, artisanship and craftsmanship of the state in its growth and economic development
 - Understanding the role of gifts of nature and natural produce in the development of trade, business and commerce
 - Understanding the role of vocational skills and abilities on the livelihood of artisans/craftsman
 - Understanding of entrepreneurial skills and abilities of the artisans/craftsman
 - Understanding of the unemployment problem of the state and role of art and craft of the state in generating employment opportunities
 - Value aspect -
 - :- Sense of gratitude - by appreciating the contributions made by others in the betterment of our lives
 - :- Appreciating the dignity of work
 - :- Sensitivity towards social, cultural, ethnical and religious differences Benefits of social harmony and peace
 - :- Understanding and appreciating the unity in diversity in India
 - :- Appreciating differences in race, skin colour, languages, religion, habits, festivals, clothing co-existence

Presentation and Submission of Project Report

At the end of the stipulated term, each student will prepare and submit his/her project report.

Following essentials are required to be fulfilled for its preparation and submission.

1. Nature of the business organisation (emporium)
2. Determinants for location of the concerned emporium
3. Is the space rented or owned
4. Nature of the goods dealt in
5. Sources of merchandise of the emporium
6. Role of co-operative societies in the manufacturing and/or marketing of the merchandise
7. Role of gifts of nature or natural produce in the development of goods/merchandise
8. Types of buyers and sellers
9. Modes of goods dispersed, minimum quantity sold and type of carrying bag or package used for delivery of the products sold

10. Factors determining the pricing at the emporium

ASSESSMENT

The marks will be allocated on the following heads.

1.	Initiative, Cooperativeness and Participation		1 mark
2.	Creativity in Presentation		1 mark
3.	Content, Observation and research work		2 mark
4.	Analysis of Situations		2 mark
5.	Viva		4 marks
		TOTAL	10 mark