

Roll Number		
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SET A



**INDIAN SCHOOL MUSCAT
SECOND PRE - BOARD EXAMINATION
BUSINESS ADMINISTRATION (833)**

CLASS: XII

TERM 2

Max.Marks: 35

MARKING SCHEME			
SET	QN.NO	VALUE POINTS	MARKS SPLIT UP
	Q.1	International Labour Organisation	1
	Q.2	Conservation	1
	Q.3	Entrepreneurship.	1
	Q.4	i) Customer Need ii) Entrepreneur's Talent iii) Innovation (any two)	1
	Q.5	Critical Thinking means to understand a problem or situation by asking oneself questions and researching for the reasons for the problem rather than believing on given or self- assumed facts.	2
	Q.6	Role of green jobs in Water Conservation: To protect existing and future water supplies, by ensuring that resources are not mismanaged, over exploited or otherwise used in manner that would be considered Damaging. The other jobs in water conservation are: <ul style="list-style-type: none"> • Water treatment specialist • Water Auditor • Water Policy Analytics • Water Resource planning manager • Water Quality monitoring • Water conservation Representative The above mentioned openings are anywhere, where there is a natural water supply for all users and future generations, identify potential to the ecology or environment health and mitigate them.	2
	Q.7	Whatever message or information or data is present in your communicate, it should be well-footed. Your arguments should have data that suitably backs it up. A tangible argument is always easy to understand.	1
	Q.8	The managers should create an atmosphere of supportive interpersonal relations for the individuals seeking for affiliation and thus such kind of group formation leads to achievement of goals.	1
	Q.9	Motivation is psychological force within an individual that sets him in motion for the achievement of certain goals or satisfaction of certain needs.	½ + ½

	Q.10	Autocratic Leadership	1
	Q.11	Transactional Leaders	1
	Q.12	Philanthropic Responsibility	1
	Q.13	The products and services can be displayed on the web portals of the firms along with other websites like Facebook, Instagram, etc. This is cheaper than other methods of advertisements.	1
	Q.14	Verbal communication can be done with the use of language to transfer information with help of sign language or specking. Steps include in verbal communication are use of strong, confident specking voice, use active listing and avoid fillers words.	1+1=2
	Q.15	Leadership is the act to influence behaviour of others. It can be referred as the capacity to influence a group of people towards the realization of a goal. 1. Autocratic or Authoritarian Leadership 2. Participative Leadership 3. Laissez-Faire or Free-Rein Leaders (Any two)	1+ ½ + ½ =2
	Q.16	a) financial incentives b) Pay and Allowances, Bonus, Profit Sharing, Commission, Performance linked incentives, Stock options. (any two)	1+ ½ + ½ =2
	Q.17	A business has the primary motive as profit maximisation. But business organisations are not pure profit making concerns. As they are created by society to fulfil requirement of goods. Every business utilities resources of society and human resources. So a business is also impacted by problems of society such as poverty and unemployment. Activities such as creating jobs and healthy working condition, paying taxes, preventing pollution and addressing complaints from customers are some of the examples of socially desirable practices that improve image of society.	2
	Q.18	A persuasive leader possesses alluring personality that enables him to encourage the team members for getting the work done. Persuasion is the ability to convince others to change their actions, decisions, opinions or thinking. Persuasive leaders are generally friendly, polite, trustworthy and knowledgeable. They are loved and trusted by their group members. Charismatic Leaders: - Charisma is a form of inter-personal attraction that inspires support and acceptance from others. A leader with charisma is in a position to influence others than who lack charisma. Charismatic leaders are dynamic and high-risk takers. It has been proved in research that charismatic leadership leads to high performance and satisfaction among his followers. They can be relied during crisis.	1+1=2
	Q.19	<ul style="list-style-type: none"> • Office Automation • Communication • Business Analysis • Better organised data • Reduction in Cost • Productivity improvement 	Any two with explanation
	Q.20	According to European Union commission, “CSR is a concept whereby companies integrate social and environment concerns in their business operations and in their interaction with their stakeholder on a voluntary	1+1+1=3

		<p>basis.”</p> <ul style="list-style-type: none"> • Human resources • Risk management • Brand differentiation • License to operate corporation 	
	Q.21	1. Physical Features, 2. Intelligence, 3. Maturity, 4. Sense of Responsibility, 5. Human Relations Attitude, 6. Inner Motivation, 7. Emotional Balance, 8. Empathy 9. Vision and Foresight(Any three points with explanation)	1+1+1=3
	Q.22	1. Cooperation and Goals, 2. Productivity, 3. High Efficiency, 4. Job Satisfaction, 6. Good Image (Any three points with explanation)	1+1+1=3
	Q.23	Clear, Concise, Concrete, Coherent, Courteous, Listening, Focus and Attention, Emotional Awareness and Control.	1+1+1=3
	Q.24	<ul style="list-style-type: none"> • The firms can easily rely on IT tools as far as the function of Human resource management (HRM) is concerned. Beginning from the functions of recruitment to employee exit, information technology is a great help to companies. • Owing to availability of easy communication on internet, HR managers can get the resumes of perspective employees on their E-mails. Besides this, they can take aptitude tests and interviews of the candidates online. • Other areas whereby IT can be utilised for daily attendance, maintaining information of employees, compensation management, performance appraisal, etc. This saves on unnecessary human effort as well as costs on paper work. Firms also make use of HRM softwares for these discussed activities. 	1+1+1=3
	Q.25	<p>They are fulfilling their responsibilities towards the shareholders, owners, and the government.</p> <ul style="list-style-type: none"> • Economic Responsibility • Legal Responsibility • Ethical Responsibility • Philanthropic Responsibility 	1+1+1+1=4
	Q.26	<ul style="list-style-type: none"> • Esteem Needs: There are ego needs of a person that are fulfilled by authority, responsibility, position, status etc. For example: Self-respect, self-confidence, etc. These include elements such as respect, dignity, recognition, and so on, as every individual wishes to command respect and acknowledgement from their peers. It is the fourth need in the Maslow's need hierarchy. • Self-Actualization Needs: This need refers to achieving one's goals or dreams. It is the highest level requirement in the hierarchy. Such needs pertain to an employee's growth, job satisfaction, and so on. This is the need to be what one is capable of becoming and includes needs for optimal development. It comes at the last in Maslow's need hierarchy. 	2+2=4
	Q.27	<ul style="list-style-type: none"> • The leadership style of Umang Gupta is democratic or participative leadership style. A democratic leader is the one who passes orders and makes decisions after consulting the employees and works out the policies with the acceptance of the group. <p>(i) This style permits quick decision-making due to centralisation of power. (ii) Organisations can hire less skilled people at lower levels.</p>	1+1+1+1=4

		<p>(iii) The style may prove constructive when higher speed is needed in certain processes.</p> <p>(iv) It can be motivating and satisfying for the leader who dictates terms.</p>	
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