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SET

B



**INDIAN SCHOOL MUSCAT
SECOND PERIODIC TEST
BUSINESS ADMINISTRATION(CODE NO. 833)**

CLASS: XII

Max. Marks: 20

Time Allowed: 50 Mins.

MARKING SCHEME			
SET	Q.NO	VALUE POINTS	MARKS SPLIT UP
B	1.	Science, Not rule of Thumb	1
B	2.	F.W. Taylor	1
B	3.	(i) Esprit De Corps (ii) Development of each person to his greatest efficiency	1+1
B	4.	(i) False (ii) False	1+1
B	5.	In 1930's the observers of business management began to feel the need of humanitarian touch in the Principles of Management. This theory is also referred as Behavioral Science Approach. Neo classical theory gives importance to human & social aspects of the worker & his relations in the organization. Instead of concentrating on production, structures or technology, the neo classical theory was mainly associated with the employee. In this approach the workers are structured in such a way that they would regularly share tasks, information & knowledge with one another. George Elton Mayo (1880-1949) is considered the "Father of Neo-Classical Approach". He was the leader of the team which conducted the famous Hawthorne Experiments. These experiments were conducted at a plant of the Water Elective Company, which was located at Hawthorne near Chicago in U.S.A. This experiment were undertaken in 4 phases i.e. Illuminating Experiment, Relay Assembly Test , Room Studies, Mass Interview Programme & Bank Writing Observation Room Study. The observation through these experiments were as follows :— <ul style="list-style-type: none"> Workers can't only be motivated by money but they are socio-psychological beings & respond to total work situation. Workers act or react not as individuals but as members of group. Informal leaders play an important part in setting & enforcing group norms. The amount of work to be done by a worker is not determined by his physical capacity but by the social norms. Other experiments were also performed & the researchers concluded that social factors play an important role in workers efficiency. 	1+1+1
B	6.	(i) The continuous work has reduced the production level because working continuously makes a person physically and mentally	3

		<p>tired, which decreases the productivity and efficiency.</p> <p>(ii) Fatigue Study.</p> <p>(iii) Fatigue study will help to determine the amount and frequency of rest intervals required. Such intervals will enable the workers to regain their lost stamina and their productivity and efficiency will improve. It will help the company in meeting increasing demand.</p>	
B	7.	<p>(i) Explain the meaning of Art and Science.</p> <p>(ii) Compare the Characteristics of art with management</p> <p>(iii) Compare the Characteristics science with management</p> <p>(iv) Conclusion</p>	1+1+1+1
B	8.	<p>(i) The principle of 'Initiative' is being violated by the manager.</p> <p>(ii) Fayol wanted that the subordinates and employees should be given an opportunity to take some initiative in thinking and executing the plans. It develops interest of employees in their jobs and provides job satisfaction. For Example – A salesman suggest his sales manager to implement a new advertisement technique but sales manager ignores the suggestion. So salesman's desire of taking initiative has been suppressed. On the contrary if sales manager would have listened to him (whether he implements or not) then it would have encouraged the employee to take initiative again.</p> <p>(iii) Manager should have carefully listened to the suggestions of Tarun (even though not to be implemented). Manager should have also encouraged him to come with more suggestions in future.</p>	1+2+1