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SET

C



**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
C	1.	Unity of Direction	1
C	2.	George Elton Mayo	1
C	3.	(i) Development of each person to his greatest efficiency (ii) Esprit De Corps	1+1
C	4.	(i) False (ii) True	1+1
C	5.	Scalar chain – According to Fayol ‘the Scalar chain is the chain of superiors ranging from the ultimate authority to the lowest level’. This principle suggests that there should be clear line of authority from top to bottom linking managers at all levels. Scalar chain serves two important purposes i.e. as a chain of command where orders and instructions flow from top to bottom and as a chain of communication which passes through the chain in a systematic manner. Fayol felt that in emergency situation the chain of authority could be avoided for quick decisions. So he gave the concept of Gang Plank. According to this concept the employees working at the same level can communicate with each other, after informing their respective superiors.	1+1+1
C	6.	(i) The continuous work has reduced the production level because working continuously makes a person physically and mentally tired, which decreases the productivity and efficiency. (ii) Fatigue Study. (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.	3
C	7.	(i) Explain the meaning of Art and Science. (ii) Compare the Characteristics of art with management (iii) Compare the Characteristics science with management (iv) Conclusion	1+1+1+1
C	8.	(i) The principle of 'Initiative' is being violated by the manager. (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	1+2+1

		<p>job satisfaction. For Example – A salesman suggests 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>	
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