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INDIAN SCHOOL MUSCAT SECOND PRE – BOARD EXAMINATION

BUSINESS ADMINISTRATION

CLASS: XII

Sub. Code: 833

Time Allotted: 03 hours

05.02.2020

Max. Marks: 70

General Instructions:

1. This Question Paper consists of two parts viz. Part A: Employability Skills and Part B: Subject Skills.
2. Part A: Employability Skills (10 Marks)
 - i. Answer any 4 questions out of the given 6 questions of 1 mark each.
 - ii. Answer any 3 questions out of the given 5 questions of 2 marks each.
3. Part B: Subject Skills (60 Marks):
 - i. Answer any 10 questions out of the given 12 questions of 1 mark each.
 - ii. Answer any 7 questions from the given 9 questions of 2 marks each.
 - iii. Answer any 7 questions from the given 9 questions of 3 marks each.
 - iv. Answer any 3 questions from the given 5 questions of 5 marks each.
4. This question paper contains 46 questions out of which 34 questions are to be answered.
5. All questions of a particular part/section must be attempted in the correct order.
6. The maximum time allowed is 3 hrs.

PART A: EMPLOYABILITY SKILLS (10 MARKS)

Answer any 4 questions out of the given 6 questions of 1 mark each:

1. Attempts to figure out the meaning of the message. 1
 - a) Understanding b) Remembering c) Evaluating d) Responding
2. _____ is a personality disorder that's characterized by extreme perfectionism, order, and neatness. 1
 - a) Dependent b) Avoidant c) Obsessive d) Narcissistic
3. The ability or opportunity to assess, act or take charge on something is called 1
 - a) Commitment b) Information Seeking
 - c) Persistence d) Taking Initiative
4. To select the entire worksheet which short cut key we use? 1
 - a) Press F2 b) CTRL + Y c) CTRL + A d) CTRL + V
5. Greenhouse gases which is present in very high quantity is 1
 - a) Propane b) ethane c) carbon dioxide d) methane
6. SUM function is used to find total of numbers in a range of cells. 1
 - a) Excel sheet b) Word document c) Power point d) PDF

Answer any 3 questions out of the given 5 questions of 2 marks each:

7. Define FORMULA. How to entre a formula in an Excel sheet 2
8. Differentiate between listening and hearing. 2
9. What do you understand by Entrepreneurial Competencies? Give two examples of Entrepreneurial Competencies. 2
10. Define the following terms: 2
 - I. Handouts
 - II. Speaker notes
11. Explain the role of green jobs in Water Conservation. 2

PART B: SUBJECT SKILLS (60 MARKS)

Answer any 10 questions out of the given 12 questions (1 x 10=10)

12. involves arranging and structuring work to accomplish the organization goals. 1
 - a) Planning b) Organising c) Staffing d) Controlling
13. In any organization all those who are responsible for the work of others are known as 1
 - a) Managers b) Organisers c) Planners d) Commissioners
14. is to lay down sequence of operations and see that work should travel smoothly. 1
 - a) Instruction card clerk b) Route Clerk
 - c) Time and cost clerk d) Shop Disciplinarian
15. Prevents overlapping of Activities 1
 - a) Division of work b) Unity of Direction
 - c) Order d) Unity of command
16. It provides for optimum use of technological innovations. 1
 - a) Planning b) Controlling c) Organizing d) Staffing
17. is the formal procedure used to evaluate an employee in the organization. 1
 - a) Induction and Orientation b) Training and Development
 - c) Promotion and Transfers d) Performance Appraisal
18. The process of sharing ideas, opinions from one person to another is called 1
 - a) Communication b) Staffing c) Motivation d) Directing
19. Identify the type of communication as formal or informal 1
 - I. Emails
 - II. Whatsapp
20. Maslow's hierarchy of needs includes all EXCEPT which of the following? 1
 - a) Physiological b) Safety c) Cognition d) Belongingness
21. Hygiene factors are similar to the.....needs identified by the Hierarchy of Needs. 1
 - a) Higher order b) Lower order c) Three-tiered d) None of the above
22. Which style of leadership takes into account of others' views, opinions and ideas? 1
 - a) People-oriented b) Democratic c) Autocratic d) Laissez-faire

23. These leaders are relied due to the expert knowledge they possess in their functional area. 1
- a) Institutional leaders b) Creative leaders
- c) Intellectual leaders d) Institutional leaders

Answer any 7 questions out of the given 9 questions of 2 marks each(7 x 2 =14)

24. Explain the Differential Piece Rate Plan technique of Scientific Management. 2
25. Explain the concept of Scalar Chain with Example. 2
26. II. Match the following 2

1. Rule	1. Essence of management
2. Coordination	2. Includes the process of interview, tests
3. Selection	3. Measurement of actual performance with standards
4. Controlling	4. Enforces discipline

27. Coordination is the essence of management. Discuss. 2
28. What is the difference between job enlargement and job enrichment? 2
29. Discuss Social responsibility of business from the point of view of employees' point of view and From Customer point of view. 2
30. Explain any two monetary incentives. 2
31. What are the merits of E-business? 2
32. E-business companies face major security issues. Explain 2

Answer any 7 questions out of the given 9 questions of 3 marks each: (7 x 3=21)

33. Identify and explain the basic characteristic of Management involved in the statement – “The Activities involved in managing and organization are common to all organizations whether economic, social or political”. 3
34. Differentiate between management and administration. 3
35. Discuss features of Management as profession. 3
36. Management is considered to be both an Art and Science. Explain. 3
37. Explain any three technique of scientific management theory. 3
38. There should be complete cooperation between employees and management instead of individualism. Do you agree? Justify your answer with proper explanation. 3
39. Amit Verma joined ABC Technologies in January after having worked at HKY Computers where he had worked as a Software developer. Amit felt that ABC offered better career prospects, as it was growing much faster than HKY which was a relatively smaller company. Amit joined as a Senior Software Developer at ABC Technologies with a good pay hike. He joined Archita Mehta's five-member team. While she was efficient at what she did and extremely intelligent, she had neither the time nor the leaning to groom her team members. Time and again, Amit found himself thinking of Ram Kapoor, his old boss, and of how he had been such a positive influence. Archita, on the other hand, even without actively doing anything, had managed to significantly lower his motivation levels. 3
- a) What could be the reasons for Amit was feeling disillusioned? Answer the questions using Maslow's hierarchy of needs?
- b) What should Amit do to overcome his tension? What can a team leader do to ensure high levels of motivation among his/her team members?

40. What is the importance of leadership in an organisation? 3
41. What are the benefits by companies to society? Discuss any three points. 3
- Answer any 3 questions out of the given 5 questions of 5 marks each (3 x 5 = 15)**
42. Explain the Principles of Scientific Management given by Taylor. 5
43. Explain the following Principles of Management given by Fayol with examples. 5
- a) Subordination of individual interest to general interest
 - b) Remuneration of Employees
 - c) Centralization and Decentralization
 - d) Scalar chain
 - e) Order
44. Define Directing and discuss the elements of directing. 5
45. Define controlling. Explain the importance of controlling in effective management. 5
46. Effective communication is a process of exchanging ideas, thoughts, knowledge and information such that the purpose or intention is fulfilled in the best possible manner. Discuss the main features of effective communication based this statements. 5

End of the Question Paper