

INDIAN SCHOOL MUSCAT**FINAL EXAMINATION****NOVEMBER 2019****SET A****CLASS XII****Marking Scheme – SUBJECT Business Administration**

Q.NO.	Answers	Marks (with split up)
1.	(d) All of the above	1
2.	(b) Ctrl + n	1
3.	False	1
4.	b) Sustainable development	1
5.	(b) Edit	1
6.	Interest – something you like to do Abilities – skills/natural	½ + ½
7.	1) It is faster and easier than writing by hand. 2) You can store documents on your computer, which you cannot do on a typewriter. 3) You can review and rewrite your documents. 4) There are more formatting choices with a word processor (the spelling, grammar and language tools).	Any two (1+1)
8.	SMART goals are specific, measurable, attainable, realistic and time-driven. Being goal oriented is one of the 10 important personal characteristics of an entrepreneur. This is what motivates them to take on the challenge of starting and running a small business.	(1+1)
9.	To make text bold, select and highlight the text first. Then hold down Ctrl (the control key) on the keyboard and press B on the keyboard. To make text italic, select and highlight the text first. Then hold down Ctrl (the control key) on the keyboard and then press the I on the keyboard.	(1+1)
10.	Green jobs are decent jobs that contribute to preserve or restore the environment, be they in traditional sectors such as manufacturing and construction, or in new, emerging green sectors such as renewable energy and energy efficiency.	2
11.	Swachh Bharat Abhiyan campaign, launched on 2 October 2014 on Gandhi Jayanti, aims to eradicate open defecation by 2 October 2019, the 150th anniversary of the birth of Mahatma Gandhi, by constructing 90 million toilets in rural India at a projected cost of ₹1.96 lakh crore (US\$28 billion). The Swachh Bharat Abhiyan is the most significant cleanliness campaign.	2
12.	d) Top level	1
13.	b) Esprit de Corps	1
14.	c) Organizing	1
15.	d) Receiver understanding	1
16.	b) Every employee is different, motivate them according to their needs	

17.	c) Trait theories	
18.	d) Policy making	
19.	b) Departmentalization	
20.	b) Frederick W. Taylor	
21.	c) The only way to get people to work hard is to push them hard	
22.	a) Top level management	
23.	d) Motivation	
24.	<ul style="list-style-type: none"> Ritu being the manager of the northern division of the organisation is in the middle-level management. act as a link between the top management and the operational management 	1+1
25.	A) WELL DEFINED BODY OF KNOWLEDGE : All professions are based on the well defined body of knowledge which is important through colleges and universities. ... (b) RESTRICTED ENTRY : ... (c) PROFESSIONAL ASSOCIATION : ... (d) ETHICAL CODE OF CONDUCT	Any two
26.	is concerned with combining people, work to be done, and physical resources into a meaningful relationship to achieve organizational goals.	2
27.	Lack of attention, interest, distractions, or irrelevance to the receiver. Differences in perception and viewpoint. Physical disabilities such as hearing problems or speech difficulties	$\frac{1}{2} + \frac{1}{2} + \frac{1}{2} + \frac{1}{2}$ (any Four)
28.	can be understood as a process of inducing employees to work towards the desired goals and objectives. It implies encouraging workers to work to the best of their capabilities towards the common goals and objectives of the organisation.	2
29.	leaders have people follow them while managers have people who work for them. A successful business owner needs to be both a strong leader and manager to get their team on board to follow them towards their vision of success.	1+1
30.	Management is all Pervasive. Management is required in all types of organizations whether it is political, social, cultural or business because it helps and directs various efforts towards a definite purpose.	1+1
31.	Training refers to an act of inculcating specific skills in a person. Education is all about gaining theoretical knowledge in the classroom or any institution.	1+1
32.	Leadership is the ability to influence people to willingly follow. The process of directing and task relationships activities affecting the members	1+1
33.	It helps in Achieving Group Goals - It arranges the factors of production, assembles and organizes the resources, integrates the resources in effective manner to achieve goals. It directs group efforts towards achievement of pre-determined goals. ... This leads to efficacy in management.	Any three (3)

34.	Management can be considered as both science as well as an art. ... It is considered as a science because it has an organized body of knowledge which contains certain universal truth. It is called an art because managing requires certain skills which are personal possessions of managers.	1 ½ + 1 ½
35.	Four Principles of Scientific Management Taylor's four principles are as follows: Replace working by "rule of thumb," or simple habit and common sense, and instead use the scientific method to study work and determine the most efficient way to perform specific tasks. Rather than simply assign workers to just any job, match workers to their jobs based on capability and motivation, and train them to work at maximum efficiency. Monitor worker performance, and provide instructions and supervision to ensure that they're using the most efficient ways of working. Allocate the work between managers and workers so that the managers spend their time planning and training, allowing the workers to perform their tasks efficiently.	3
36.	the sender, receiver, the medium, contextual factors, the message, and feedback.	(½ each)
37.	supervising, motivating, leadership, and communication.	Any three (1+1+1)
38.	Autocratic Leadership = Boss-centered leadership with a high power distance between the leader and the employees. Democratic Leadership = Team-centered leadership. The leader seeks input on decisions and delegates. Laissez-faire Leadership = Hands-off leadership	(1+1+1)
39.	the process of dealing with or controlling things or people Organizational objectives 2. Social objectives 3. Personal objectives(any two)	1+1+1
40.	Financial Incentives: Money is an important motivator. Common uses of money as incentive are in the form of wages and salaries, bonus, retirement benefits, medical reimbursement, etc. Non-financial motivation is the integration of a system of reward and recognitions (Rewards and Recognition - R & R), which doesn't involve giving money directly to the employee.	1 ½ +1 ½
41.	Organizational Rules and Policies Status or Hierarchical Positions in the Organization Organizational Facilities Complex Organizational Structure	Any three (1+1+1)
42.	(1) Facilitates Control: (2) Optimum Utilisation of Resources: (3) Maintenance of Discipline: (4) Feedback: (5) Improves Communication: (6) Improves Motivation:	Any five with explanation. 1 mark each
43.	Courtesy, Clarity, Conciseness, Completeness, Correctness, Concreteness and Credibility.	Any five with explanation. 1 mark each
44.	Maslow proposed that motivation is the result of a person's attempt at	Explain each

	fulfilling five basic needs: physiological, safety, social, esteem and self-actualization. According to Maslow, these needs can create internal pressures that can influence a person's behavior.	stage. 1 mark each.
45.	General Principles of Management. Henry Fayol made outstanding contribution to management thought. He made a clear distinction between operational activities and managerial activities. He clearly specified the functions of management by a systematic analysis of management process.	Explain any five. 1 mark each.
46.	Communication means transferring thoughts, information, emotion and ideas through gesture, voice, symbols, signs and expressions from one person to another. Types of Communication verbal, nonverbal, written and visual(explain each)	1+1+1+1+1=5