

INDIAN SCHOOL MUSCAT
SECOND PRE-BOARD EXAMINATION
APRIL 2021
CLASS XII

SET A

Marking Scheme – BUSINESS ADMINISTRATION

Q.NO.	Answers	Marks (with split up)
1. i.	Narcissistic	1
ii.	Passive	1
iii.	Persistence	1
iv.	CTRL+A	1
v.	Urban Gardeners	1
vi.	All of the Above	1
2. i.	False	1
ii.	Needs like food, clothing, shelter, air, water	1
iii.	Informal communication	1
iv.	Status	1
v.	Programme	1
vi.	Functional foremanship	1
vii.	Basic Physiological Needs	1
viii.	Recruitment	1
3. i.	Motion Study	1
ii.	Scalar Chain	1
iii.	Scientific Management	1
vi.	Divisional structure	1
v.	Objective	1
vi.	Functional structure	1
vii.	Co-Partnership	1
4. i.	All of the above	1
ii.	Unity of command	1
iii.	Transfer	1
iv.	Route clerk	1
v.	True	1
vi.	Departmentalization	1
vii.	Planning	1
5. i.	Performance appraisal	1
ii.	Investors	1
iii.	Philanthropic responsibility	1
iv.	A dynamic function	1
v.	Middle level	1
vi.	Ethical	1

vii.	Union is strength	1
6. i.	Accuracy	1
ii.	Lack personal touch, Security issues, Internet connectivity, High initial cost, Highly competitive and Death of skilled manpower (Any two)	1
iii.	The use of internet to conduct business activities is known as e-business.	1
iv.	Lower cost, Time saving, No physical restriction, Eliminate place issues, Lower barriers to entry and Act as low cost advertising media. (Any two)	1
v.	Transmission of ideas and information	1
vi.	Systematic barrier	1
vii.	Process	1
7.	1. Ability to take up risks and Financial literacy and money management skills. 2. Believe in hard work and discipline and Effective planning and execution. 3. Adaptable and flexible to achieve the goals of enhancing quality and customer satisfaction 4. Knowledge of the product and services and their need or demand in the market.	2
8.	This problem has come a long way and the probable solution to this has been provided in 4Rs and 1U of sustainable development – REFUSE, REDUCE, REUSE, RECYCLE & UPCYCLE. Following these has definitely helped minimize the waste and pollution. But, the recycler's job at its best is trying to put a full stop to this problem. The concept of up cycling and the avenues it has created for a green market are luring and helps resolve this problem to a great extent.	2
9.	Interrogate or ask questions. These are direct questions and are punctuated by a question mark. eg: Why haven't you completed your work?	2
10.	Personality is shaped through family, culture, society education and other factors	2
11.	1. Select the first range of cells. 2. Hold the CTRL key and select another range of cells.	2
12.	The study of movements to carry out a particular task in order to avoid unproductive movements is known as motion study. Time study determines the ideal time taken to carry out a particular task	2
13.	a-iii, b – iv,c – ii and d – i.	2
14.	Hygiene Factors These are the basic factors in a job and also known as extrinsic factors. Although, they may not provide positive satisfaction but absence of these factors lead to dissatisfaction. Examples of hygiene factors include status, job security, salary and fringe benefits.	2

	<p>Motivators</p> <p>These are internal factors related to the jobs that provide satisfaction. These are called intrinsic factors. Absence of these factors may not yield to dissatisfaction but their presence in a job give a sense of satisfaction. Examples of motivators are job challenge, advancement, autonomy, responsibility, etc.</p>	
15.	Establishment of standards, Measurement of performances, Comparing actual with standard performance and taking remedial actions.	2
16.	<p>Formal communication – Official type of communication which can be emails, letterhead, memos and other kind of written materials which can be documented.</p> <p>Informal communication – Nothing official about the communication and hence no specific channel of informal communication because there is what Sapp, social media, Sms etc. are widely used,</p>	2
17.	Taylor advocated complete change in the outlook of owners and workers. Harmony not discord and cooperation not individualism are the outset of the mental revolution. Management should create good working conditions at the same time workers should also not go on strike and waste the resources.	2
18.	<ul style="list-style-type: none"> a. Practical knowledge – Exists a theoretical body of knowledge b. Personal skill – It has personalized application c. Creativity – Aims at producing something that had not existed before. d. Improvement through people – Practice makes perfect 	3
19.	<p>Importance of Directing</p> <ul style="list-style-type: none"> 1) Initiates action Direction initiates action that motivates people to convert the resources into productive outputs. 2) Creates a Sound work environment- It creates an environment of understanding where people work to their maximum potential, willingly and enthusiastically towards organizational goals. 3) Develops managers- Managers develop their skills and competence. 4) Behavioural satisfaction-Since direction involves human behaviour and psychology, employees feel behaviorally satisfied and personally inspired to achieve organizational goals. 5) Increase in productivity- Personally satisfied employees contribute towards output and efficiency of the organisation. 6) Achieves coordination -Directing achieves coordination by ensuring that people work towards planned activities in a coordinated manner. 7) Facilitates control-Coordination brings actual performance in conformity with planned performance. 	3

	<p>8) Facilitates change-Direction helps in introducing change in the organization structure and adapting the organization structure to external environment.</p> <p>9) Facilitates growth- Direction harmonizes physical, financial and human resources, balances various parts of the organization and creates commitment amongst people</p>	
20.	<p>Advantages of Job Enlargement</p> <ol style="list-style-type: none"> 1. Variety of tasks: The increase in the number of tasks can reduce the level of boredom of the employees. 2. Optimum utilisation of abilities: Enlarged jobs ensure better utilisation of the physical and mental skills of the workers. 3. Worker paced control: The workers enjoy his work more, if they control the pace of their tasks. This reduces fatigue and exertion. 4. Meaningful feedback: Enlarged jobs supported by performance feedback and reward, motivates employees. 	3
21.	<p>Importance of Information Technology</p> <ol style="list-style-type: none"> 1. Office automation- Explain the benefits by companies to the society. 2. Communication- Information technology has made it easier for the organisations to communicate with the customers, suppliers and employees. 3. Business Analysis - Business Analysis is aimed at providing solutions to various complex business problems 4. Better organised data- Information Systems have made it easier to compile and organise data at one place to be made available to various users as per their needs.. 5. Reduction in Cost- Owing to data availability at one place, automation, faster problem solving with accuracy and speed results in decrease in cost. 6. Productivity improvement- Again automation, higher speed, accuracy and reliability of data leads to improvements in productivity. 	5
22.	<p>Participative leadership also known as democratic leadership style involves the leader and one or more employees in the decision-making process. The decisions are made after consulting the group. Although, the leader keeps the final decision-making authority with him.</p> <p>Advantages:</p> <ol style="list-style-type: none"> i. Such kind of leadership inspires confidence and loyalty amongst the team members. ii. Participation in the decision-making process satisfaction to the workers and increases productivity at work place. iii. This kind of leadership induces confidence, cooperation and loyalty among the employees. iv. Morale of the employees also becomes high. 	5

	<p>Disadvantages:</p> <ol style="list-style-type: none"> This kind of leadership may lead in delay in decision making on account of consultation with the workers every time. At times, employees may not be willing to give suggestions. Consulting employees for every decision may counter the decisive ability of the leader. 	
23.	<p>Types of Plans:</p> <ol style="list-style-type: none"> Objectives – End towards which the activities are aimed Strategies – To meet the policy of the competitors Policies – It is a standing plan which help in decision making at various levels of the enterprise Procedure - The manner by which the work is to be performed in a standardized way Programs – Plans which need to be made to discharge a non-repetitive tasks Rules – Informed the members what they can and cannot do Budget – Plan expressed in numerical terms for future period of time containing statement of expected results. 	5
24.	<p>Characteristics of Management</p> <ol style="list-style-type: none"> Management is universal Management is goal oriented Management is an intangible force Management is pervasive Management is continuous process Management is a dynamic function (point with explanation) 	5
25.	<p>The principles of management that are being violated by F Ltd. in the given situation are as follows.</p> <ol style="list-style-type: none"> Unity of command -Sometimes the subordinates had to work for more than one superior resulting in declining efficiency. According to this principle, an individual should be answerable to only one boss. If an employee receives orders from more than one superior, the employee will be confused about whose orders to follow, which will affect the work. It might also cause a clash of interests and egos among the superiors. 	5

	<p>b. Division of work - The divisions that were previously working on one product were also made to work on two or more products. Division of work means that the given task is divided into small groups or units so that the task is completed in a competent manner. This principle leads to specialization in work.</p> <p>c. Discipline-The workers were becoming undisciplined. Discipline means that the organization should follow rules and regulations and ensure conformity to the set rules and policies. It is important for both the workers as well as the management that they honour their commitments.</p> <p>d. Espirit de corps- The spirit of teamwork, which had characterized the company, previously was beginning to wane. This principle recommends that employees should work in unity with each other. They should work as a team. Each employee should have a sense of belongingness. Team spirit increases coordination and mutual understanding among the employees and thereby improves efficiency.</p> <p>e. Initiative-Workers were feeling cheated and initiative was declining. According to this principle, workers should be given enough motivation and incentive to work. They should be inspired to come up with suggestions regarding the work.</p> <p>f. Equity - For the same work, the company paid less wages to its female workers compared to male workers.</p> <p>-</p> <p>According to this principle, the employees should be treated with equality. There should be no discrimination between the employees on the basis of gender, nationality etc.</p>	
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