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SET A



**INDIAN SCHOOL MUSCAT  
FINAL EXAMINATION  
BUSINESS ADMINISTRATION**

CLASS: XII

Sub. Code: 833

Time Allotted: 3 Hrs.

17.11.2019

Max. Marks: 70

**General Instructions:**

This Question Paper consists of two parts viz. Part A: Employability Skills and Part B: Subject Skills.

**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.*

**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.*

**This question paper contains 46 questions out of which 34 questions are to be answered.**

All questions of a particular part/section must be attempted in the correct order.

**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. What is the purpose of communication? (1)
  - (a) Inform (tell someone about something)
  - (b) Influence (get someone to do something you want)
  - (c) Share thoughts, ideas, feelings
  - (d) All of the above
2. Which shortcut key is used to create a new document? (1)
  - (a) Ctrl+ c                      (b) Ctrl + n                      (c) Ctrl + m                      (d) Ctrl + d
3. State whether the following statement is True or False (1)
 

An entrepreneur runs a business to only make profits.
4. Which of the following action will promote green economy? (1)
  - a) Use of non-renewable resources                      b) Sustainable development
  - c) Social protection                      d) Creating jobs

5. Undo, cut, copy and paste are \_\_\_\_\_ commands. (1)  
(a) View (b) Edit (c) Styles (d) File
6. Differentiate between Interests and Abilities (1)

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

7. List the advantages of using a word processor to write a letter. (2)
8. What are SMART goals? How it help an entrepreneur? (2)
9. List the different ways in which text can be formatted in the following ways: (2)  
(a) Made bold (b) Italic
10. Define green jobs. (2)
11. Explain the importance of the Swachh Bharat Abhiyan. (2)

**PART B: SUBJECT SKILLS (60 MARKS)**

**Answer any 10 questions out of the given 12 questions:**

12. At what level of an organization does a corporate manager operate. (1)  
a) Functional b) Operational c) Middle level d) Top level
13. Which of the following principles of management describes “unity is strength”? (1)  
a) Discipline b) Esprit de Corps c) Division of work d) Initiative
14. Interpersonal and communication skills are often referred to as \_\_\_\_\_ skills (1)  
a) Leading b) Controlling c) Organizing d) Planning
15. The most important goal of Business communication is \_\_\_\_\_ (1)  
a) Favourable relationship between sender and receiver b) Organizational growth  
c) Receiver response d) Receiver understanding
16. In order to keep employees motivated, an employer need to understand that (1)  
a) Every employee is satisfied by increase in salary  
b) Every employee is different, motivate them according to their needs  
c) Each employee will work hard if they get paid on time  
d) Rewards are the key to keep the employees motivated and self-satisfied
17. \_\_\_\_\_ are the approaches to the study of leadership which emphasis the personality of the leader. (1)  
a) Contingency theory b) Group theories  
c) Trait theories d) Inspirational theories

18. The following is not an objective of management (1)
  - a) Earning profit
  - b) Growth of an organization
  - c) Providing employment
  - d) Policy making
19. Dividing the work based on functions performed refers to: (1)
  - a) Centralization
  - b) Departmentalization
  - c) Authority
  - d) Responsibility
20. Which influential thought leader is known as the father of scientific management (1)
  - a) Dale Carnegie
  - b) Frederick W. Taylor
  - c) W. Edward Deming
  - d) Peter F. Drucker
21. Which of the following statement would most likely be made by a manager who has Theory X (1) approach of human beings?
  - a) Focus on organization and people will take care of themselves.
  - b) It treats people differently in different ways based on the situation we are facing
  - c) The only way to get people to work hard is to push them hard.
  - d) People work best if they left alone.
22. Policy formulation is the function of (1)
  - a) Top level management
  - b) Middle level management
  - c) Operational level management
  - d) All of the above
23. \_\_\_\_\_ is the process that account for an individual's intensity, direction and (1) persistence of effort towards attaining a goal
  - a) Perception
  - b) Cooperation
  - c) Affect
  - d) Motivation

24. Ritu is the manager of the Northern Division of a larger corporate house. At what level does she work in the organization? What are her basic functions? (2)
25. Discuss the basic features of Management as Profession. (2)
26. Define organizing function of Management (2)
27. List out any four barriers of communication. (2)
28. Give the meaning of motivation as an element of directing. (2)
29. Distinguish between manager and a leader. (2)
30. An educational institution, the business organization, hospitals, clubs etc. all needed to be managed, which characteristic of management is highlighted here? Explain. (2)
31. Define training. How it is different from education? (2)

32. Define the element of directing which refers to the ability of influencing people to strike willingly for mutual objectives. (2)

**Answer any 7 questions out of the given 9 questions of 3 marks each:**

33. Explain any three points of importance of management (3)
34. Management is considered to be both an art and a science. Explain (3)
35. Explain the Principle of scientific Management given by Taylor. (3)
36. What are the main components of a concrete management communication? (3)
37. Define any three elements of directing. (3)
38. Differentiate between Laissez faire, Autocratic and Democratic Style of Leadership. (3)
39. Define Management. State any two objectives of management. (3)
40. Explain in brief various financial and non- financial incentives. (3)
41. Explain any three organizational barriers in communication. (3)

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

42. The functions and performance of the supervisor are vital to an organization because he is directly related with the workers whereas other managers have no direct touch with bottom level workers. In the light of this statement, explain any five functions of a supervisor. (5)
43. Explain the principles of effective communication (5)
44. Discuss Maslow's Need Hierarchy Theory of Motivation. (5)
45. Explain the relevance of Fayol's contribution in contemporary business environment. (5)
46. Define communication. Explain different types of communication with example. (5)

**End of the Question Paper**