

Roll Number

A



## INDIAN SCHOOL MUSCAT HALF YEARLY EXAMINATION

### BUSINESS ADMINISTRATION

CLASS: XII

Sub. Code: 833

Time Allotted: 3  
hours

16.09.2019

Max. Marks: 70

#### General Instructions:

1. The question paper contains two parts – Section A and Section B.

#### Section- A

- i. True or false/ fill in the blanks /Multiple choice questions/ Match the following / Answer the following in one word/ sentence questions of 1 mark each. Answer any 17 questions out of the given 19 questions.
- ii. Very short answer of 2 marks each. Answer any 4 questions from the given 6 questions.
- iii. Short answer of 3 marks each. Answer any 3 questions from the given 5 questions.
- iv. Short answer of 4 marks each. Answer any 6 questions from the given 8 questions.

**Section- B:** Long/ essay type questions of 6 marks each. Answer any 2 questions from the given 3 questions.

2. The question paper contains 41 questions. Candidates need to attempt only 32 questions.

#### SECTION A

*Answer any 17 of the following questions :*

1. In what order do managers typically perform the managerial function?  
a) Organising, planning, controlling, leading  
b) Organising, leading, planning, controlling  
c) Planning, Organising, leading, controlling  
d) Planning, Organising, controlling, leading  
1
2. At what level of an organization does a corporate manager operate?  
a) Functional    b) Operational    c) Middle Level    d) Top Level  
1
3. Which one is NOT a recognized key skill of management?  
a) Conceptual Skill    b) Human Skill  
c) Technical Skill    d) Writing Skill  
1
4. Which feature does not form one of Fayol's 14 principles of management?  
a) Esprit de corps    b) Initiative    c) Order    d) Individualism  
1
5. What is the correct sequence of the following functions of a manager in an organization?  
1

- a) Motivation      b) Controlling      c) Organising      d) Planning

**Select the correct answer using the codes given below:**

- a) 4, 3, 2, 1      b) 4, 3, 1, 2      c) 3, 4, 2, 1      d) 3, 4, 1, 2

6. Which of the following functions is known as the essence of management? 1  
 a) Planning      b) Organising      c) Coordinating      d) Control
7. Which of the following skills is equally important at all levels of management 1  
 a) Technical skill      b) Conceptual Skill  
 c) Human relation skill      d) All of the above
8. If a general manager asks the sales manager to recruit some salesmen on his behalf, it is an instance of 1  
 a) Division of authority      b) Decentralisation of authority  
 c) Delegation of authority      d) Delegation of responsibility

**True or False**

9. Supervisors and foremen may both be considered first- line managers. 1
10. Directing and motivating are part of the controlling function of management 1
11. Planning involves the effort to direct and lead people to accomplish the planned work. 1

**Fill in the blanks**

12. Management is viewed as a systematic process of \_\_\_\_\_ functions. 1
13. Communication is \_\_\_\_\_ exchange process. 1
14. Verbal communication is the transmission of message using \_\_\_\_\_. 1
15. \_\_\_\_\_ is the study of facial expressions. 1
16. \_\_\_\_\_ is a person who develops the information and passes to the other person. 1

**Match the following**

17. Identify the principles of effective communication 1
- |              |                               |
|--------------|-------------------------------|
| Clarity      | Be specific                   |
| Correctness  | Complete the message          |
| Concreteness | Be clearer in deliveries      |
| Completeness | Write perfectly, mistake-free |

**Answer the following in one word/ sentence**

18. A company manufacturing motorcycles and cars should have separate division for both, headed by separate divisional managers, separate plans and resources. Identify the principle with the help of this example. 1
19. A subordinate receives orders from more than one 'boss'. Which principle is violated? 1

**Very short answer type questions – Answer any four questions.**

- |     |   |   |
|-----|---|---|
| 20. | State the principle of scientific management theory formulated by Taylor for managing an organisation scientifically. | 2 |
| 21. | State any one reason why principles of management are important.  | 2 |
| 22. | “The main purpose of staffing is to put right man on right place.” Comment.   | 2 |
| 23. | Define Management.  | 2 |
| 24. | ‘Management is considered to be three-tier machinery’. Why?   | 2 |
| 25. | Define communication. List various types of communication.  | 2 |

**Short answer type questions – Answer any three questions. Three marks each**

- |     |   |   |
|-----|---|---|
| 26. | ‘Is management concerned only with doing the right task, completing activities and achieving goals without taking into consideration the cost benefit?’ Give reasons to support your answer.  | 3 |
| 27. | ABC Ltd is facing a lot of problems these days. The company’s profit margin is declining day by day. The production manager is blaming marketing management whereas marketing is blaming production department for not maintaining the quality. Finance department is blaming both. What quality of management do you think is lacking? Explain it briefly. | 3 |
| 28. | Explain the following theories of management:<br>i) Behavioral Science Movement<br>ii) Bureaucratic management  | 3 |
| 29. | Define staffing. What are the main steps involved in staffing?  | 3 |
| 30. | State any two advantages and disadvantages of written communication.  | 3 |

**Short answer type questions – Answer any six questions. Four marks each**

- |     |  |   |
|-----|--|---|
| 31. | Explain any four features of management.   | 4 |
| 32. | A company manufacturing mobile phones is facing the problem of decreasing sales in the market. You can imagine any product about which you are familiar. What decision/ steps, each level of management should take to solve this issue. | 4 |
| 33. | Explain Human Relationship Movement.   | 4 |
| 34. | Define Organising. Explain the steps involved in Organising Function.  | 4 |
| 35. | A restaurant wants to improve the service to its customers. How should the restaurant manager organise the staff to achieve its goals?   | 4 |
| 36. | Explain the characteristics of a good leader.  | 4 |
| 37. | Distinguish between verbal and non- verbal communication.  | 4 |
| 38. | What are the different elements of communication?  | 4 |

**Section – B**

**Long Answer type questions** - *Answer any Two questions. Six marks each*

- |     |  |   |
|-----|--|---|
| 39. | Differentiate between classical approach and neoclassical approach   | 6 |
| 40. | What do you mean by barriers of communication? Suggest some methods to overcome barriers of communication. | 6 |
| 41. | Explain the principles of effective communication.   | 6 |

**End of the Question Paper**