

INDIAN SCHOOL MUSCAT
CLASS: 12
HALF YEARLY EXAMINATION
 Business Administration (833)
SET - A

QP.NO.	VALUE POINTS	SPLIT UP MARKS
1.	c) Planning, Organising, leading, controlling	1
2.	d) Top Level	1
3.	d) Writing Skill	1
4.	d) Individualism	1
5.	b) 4, 3, 1, 2	1
6.	c) Coordinating	1
7.	c) Human relation skill	1
8.	c) Delegation of authority	1
9.	True	1
10.	False	1
11.	False	1
12.	Interrelated	1
13.	Two- way	1
14.	Words / written or spoken	1
15.	Kinesics	1
16.	Sender	1
17.	Clarity - Be clearer in deliveries Correctness - Write perfectly, mistake-free Concreteness - Be specific Completeness - Complete the message	$\frac{1}{4} \times 4$
18.	Unity of Direction	1
19.	Unity of Command	1
20.	Organise work in the most efficient way the organisation productivity would be increased allowing it to reward employees with additional remuneration	2
21.	Principles of management are broad and general guidelines for managerial decision-making.	2
22.	Process of hiring qualified candidates for specific position	2
23.	Process of getting things done through others with the aim of achieving goals effectively and efficiently	2
24.	Because of the three levels in the managerial hierarchy – top, middle and operational	2
25.	Process of passing information and understanding - Oral - Written - Non-verbal - visual	1+ 1
26.	No, management is not only concerned with doing the right task, completing activities and achieving goals but it also takes into consideration the cost benefit. It is one of the most important part of management, that it increases the efficiency with means	1 + 2
27.	- Lack of coordination - Manager unable to coordinate	3

	<ul style="list-style-type: none"> - Coordination is the essence of management - Functional dept cannot function in isolation 	
28.	i) Further refinement of human relations movement Interpersonal roles and responsibilities Manager should value the subordinates ii) Most efficient form of organisation Designed to ensure efficiency and economic effectiveness Ideal model for management	1½ 1½
29.	Put right man on right place <ul style="list-style-type: none"> - Manpower planning - Recruitment - Training - Remuneration - Performance appraisal - Promotion and transfer 	1+2
30.	Advantages(any three) <ul style="list-style-type: none"> • Clarity of purpose • Completeness • Consciousness • Feedback Disadvantages (any three) <ul style="list-style-type: none"> • Cost • No direct contact • Time consuming • Skills and competency 	3
31.	Goal oriented Pervasive Multidimensional Continuous process Group activity Science as well as art Intangible force	1 x 4
32.	Modernization - increase market share <ul style="list-style-type: none"> • Top level management – R & D, Incentives and Promotion, coordination, more funding... • Middle level management – implement plan, qualified candidates, use available resources, continuous evaluation • Lower level- interpretation of plan, assign tasks, maintain quality, improve loyalty of workers 	1x 4
33.	Deals with factors encouraging higher performance Effective functioning of social group Warm relation with supervisor Improved working condition Organisation as a social system	4
34.	Assigning of duties, grouping, task, establishing authority, allocating resources <ul style="list-style-type: none"> - Determination of activities - Classification of activities - Assignment of duties - Delegation of authority - Coordination - Division of work 	4
35.	Determine specific areas	4

	Designate jobs Design work Coordinate work Evaluate result																									
36.	Determine objectives Responsible for execution Planner Representative Roll model innovative	4																								
37.	<table><tr><th>verbal</th><th>Non -verbal</th></tr><tr><td>Communication through mouth</td><td>Without words</td></tr><tr><td>High level of understanding</td><td>Low</td></tr><tr><td>Flexible</td><td>Rigid</td></tr><tr><td>Time saving</td><td>Time consuming</td></tr><tr><td>Problem resolution</td><td>Less</td></tr><tr><td>Team work</td><td>Individual</td></tr><tr><td></td><td></td></tr></table>	verbal	Non -verbal	Communication through mouth	Without words	High level of understanding	Low	Flexible	Rigid	Time saving	Time consuming	Problem resolution	Less	Team work	Individual			4								
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38.	Sender Message Encoding Medium Receiver Decode	4																								
39.	<table><tr><th>Basis</th><th>classical</th><th>neoclassical</th></tr><tr><td>Focus</td><td>Function and economic demand of workers</td><td>Emotion and human qualities</td></tr><tr><td>Structure</td><td>Impersonal and mechanistic</td><td>Social system</td></tr><tr><td>Application</td><td>Autocratic</td><td>Democratic</td></tr><tr><td>Emphasis</td><td>Discipline</td><td>Social</td></tr><tr><td>Goal</td><td>Economic</td><td>Social</td></tr><tr><td>Content</td><td>Scientific, administrative, bureaucratic</td><td>Human relation, organizational behavior</td></tr><tr><td>Nature</td><td>Formal</td><td>informal</td></tr></table>	Basis	classical	neoclassical	Focus	Function and economic demand of workers	Emotion and human qualities	Structure	Impersonal and mechanistic	Social system	Application	Autocratic	Democratic	Emphasis	Discipline	Social	Goal	Economic	Social	Content	Scientific, administrative, bureaucratic	Human relation, organizational behavior	Nature	Formal	informal	6
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40.	Anything that prevents receiving and understanding message Suggest to overcome - Language difference - Noise - Information overload - Destruct	1 5																								
41.	Clarity Correctness	6																								

	Conciseness Courtesy concreteness consideration completeness	
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